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## 2-01 COMMUNICATIONS DIVISION

### COMMUNICATIONS DIVISION GOAL

The goal of the Communications Division is to provide prompt professional and efficient response to calls for service from citizens in emergency and non-emergency situations.

This goal is accomplished by the utilization of the Computer Aided Dispatch System, 800 MHZ Radio systems, and the Enhanced 911 telephone system.

### COMMUNICATIONS DIVISION OBJECTIVES

The objectives of the Communications Section are to receive, screen and refer 9-1-1 and non-emergency calls to the appropriate agencies. To increase the confidence of the public and APD personnel in the services provided by the Communications Section. To increase the quality of service using the Computer Aided Dispatch System, 800 MHZ Radio System, and the Enhanced 9-1-1 System. Maintain and update the knowledge of the employees in the Communications Section on new laws, techniques, procedures, and services.

### PROCEDURAL CHANGES

Section Standard Operating Procedures are written directives issued by the Communications Manager and remain in full effect until amended or rescinded. These directives establish procedures, which affect the Communications Section. Any employee may propose a change to existing procedures or suggest new procedures. The employee will submit the proposal through the chain of command. Policies and procedures to be incorporated into this manual will be reviewed by the section supervisory staff and forwarded to the Communications Captain for ultimate review and approval at the division and bureau levels.

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**CHAIN OF COMMAND**

Chief of Police  
Deputy Chief  
Communications Manager  
Operations Supervisor

**COMMUNICATIONS MANAGER:**

Commands and supervises the entire Communications Section and reports directly to the Deputy Chief. The Communications Manager is responsible for the planning and coordinating of all functions within the Section. ()

**COMMUNICATIONS ASSISTANT MANAGER:**

**Supervises the entire Communications Daily Operations and reports directly to the Communications Manager. Responsibilities are the day-to-day operations of the Communications Section.**

**OPERATIONS SUPERVISOR:**

The Operations Supervisor is assigned to one of the three watches by the Communications Manager. It is the duty of the operational supervisor to direct the activities on each watch to meet the goals and objectives of the Communications Section. The responsibilities of the supervisor are described in another section of this manual. ()

**TRAINING SUPERVISOR:**

The Communications Manager assigns the training supervisor. The training supervisor's duties include overseeing and providing comprehensive training to all Communications Personnel. The Training Supervisor is also responsible for qualifying, interviewing and selecting personnel for employment in the section. ()

**TELECOMMUNICATOR I & TELECOMMUNICATOR II:**

Radio dispatchers, 911 operators, and data room operators are filled by employees who are hired under the guidelines of the Merit Ordinance, Personnel Rules and Regulations, and by the policies of the Albuquerque Police Department. They are subordinate to the operations supervisor. The duties of each are described in another section of this manual. (2-01-10/2-01-18/2-01-26)

**SYSTEM ADMINISTRATOR:**

The data system specialist is hired under the guidelines of the Merit Ordinances, Personnel Rules and Regulations, and by the policies of the Albuquerque Police Department. The specialist is subordinate to the CADS manager. Responsibilities and duties of the specialist are described in another section of this manual. (2-01-28)

**CADS TAPE ANALYST:**

The CADS tape analyst is a position hired under the guidelines of the Merit Ordinances, Personnel Rules and Regulations, and by the Policies of the Albuquerque Police Department. The responsibilities of this position are described in another section of this manual. (2-01-28)

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## **2-01-1 GENERAL COMMUNICATIONS DIVISION MATTERS**

### **POLICY:**

It is the policy of the Communications Division that personnel follow set rules, regulations, and act responsibly while on and off duty.

#### **A. ORDERS AND MEMORANDA**

1. The Communications Division shall maintain a file of Special Orders and Memoranda that are received through the chain of command. On a monthly basis, non-relevant material is purged from the read file. Permanent orders that affect the operations of the Division are incorporated into this manual.
2. The Communications Division shall file Orders and Memorandum sequentially. A copy of the notice will be placed in the file of Special Orders and Memorandum.
3. There is a mandatory read file. Each employee is required to review the file and sign off on a weekly basis. Material is added daily and purged after 10 days. Employees, who have been absent or on extended leave, will request material they missed from the Operations Supervisor and then sign off. Material purged from the read file will be in the Special Orders and Memorandum Book located in the Administrative Aide's Office for future reference.
4. All Special Orders issued by the Police Department will be given to the shift supervisor. The supervisor will assure all employees on the shift have read the special orders and have signed the sign off sheet. Once all employees have signed the sign off sheet, it will be placed in the Administrative Aide's box to be filed in the Special Orders and Memorandum Book.

#### **B. HOURS OF OPERATIONS**

The Communications Division operates 24 hours per day, 7 days a week, and 365 days a year. A normal workweek is 40 hours. Personnel are required to work odd hours, holidays, and weekends. Shift work is a condition of employment.

1. The Communications manager may assign personnel to special watches or tours of duty. In compliance with White Collar contract.
2. The watch supervisor can change an employee's days off, but consecutive days off shall be assigned. Also in compliance with White Collar contract.

#### **C. MEALS AND COFFEE BREAKS**

1. Personnel shall be allowed a thirty-minute lunch break and two fifteen minute coffee breaks per day, in accordance with the Clerical Union Contract.
2. Any exception to this policy requires the approval of the Communications Manager.

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D. TIMESHEETS, P30'S, AND COMP/OT SLIPS

1. Timesheets must be turned in every week. Time sheets are due to the shift supervisor by Friday morning of each week. In case of a holiday they may be requested by payroll sooner. Employees that have not turned in a timesheet will be required to hand deliver their timesheet to payroll.
2. P30's and comp/holiday used slips must be turned in every week with the timesheet. Do not combine several weeks time off on one P30 or comp slip, time used can be put on one P30 within the Week I and Week II of the payroll period.
3. The overtime or comp slip earned must be marked with the correct code on the timesheet. Payroll will not include the overtime or comp time on the employees check without a code attached. The code for general overtime or comp time worked is CFS or CO.
4. APD Communications payroll clerk is not to be contacted by personnel, if a need arises contact the Communications Administrative Assistant to have payroll issues resolved.

E. EMPLOYEE ABSENCES

1. The watch supervisor approves vacation as it is stated in the Department Standard Operating Procedures and the Clerical Union Contract.
2. Vacation is normally approved on a "First come, First serve" basis. Vacation will only be approved if requested a minimum of 24 hours in advance for 8 hours. Forty (40) hours or more of vacation will be made during the first week following a scheduled bid. These requests are approved on a seniority basis.
3. Sick Leave may be used when an employee cannot report for duty because of illness. The on duty watch supervisor shall be notified at least two hours prior to the start of the employee's watch to allow sufficient time to arrange for a replacement. Clerical Union Contract has set guidelines pertaining to sick leave usage.
4. Employees will be required to fill out a lateness report form when reporting late for duty.
5. Personnel absent from duty without authorization shall be listed as AWOL (Leave Without Pay), and the employee will be subject to disciplinary action pursuant to the Personnel Rules and Regulations of the City of Albuquerque.

F. OVERTIME

1. Any employee that works more than 40 hours per week shall be paid overtime or compensatory time. Overtime is on a voluntary basis only, and each employee must sign up each quarter to be on the overtime list.
2. Overtime is assigned in accordance with the Clerical Union Contract. Employees on the overtime list will be used for any overtime. If the list is exhausted, the overtime will be filled using reverse seniority.

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3. Employees cannot use sick leave, vacation, or compensatory time to work overtime.
4. If a situation arises for multiple overtime requests for personnel (Balloon Fiesta, State Fair Command Post, or Holiday Command Post), the employee may select an increment of overtime. After a full rotation of the overtime list is completed, the employee may select another increment. This will be done on a seniority basis.
5. Employees are responsible for fulfilling overtime obligations or finding a replacement. Failure to do so will result in removal from the rotation list for the duration of the quarter. The Communications Manager authorizes all overtime expenditures.
6. Employees working overtime must fill out an overtime slip.

G. ATTIRE IN THE WORKPLACE

1. Clothing shall be neat and clean. Ripped, torn or clothing with derogatory writing on it is prohibited. Clothing should be comfortable, but employees are asked to use discretion.
2. Manicures shall be prohibited while in the work place. There will be no polishing of nails, or use of synthetic chemicals for nails.
3. Communications employees are allowed to wear apparel with an APD Communications logo only.

H. CLEANLINESS OF WORK AREAS

1. It is the responsibility of the employee to clean their work area before the completion of their watch.
2. Spill proof cups are mandatory in the Communications Division.

I. RELIEF BY ONCOMING WATCH

1. The employee shall remain at their station until relieved by the oncoming watch or by the watch supervisor.
2. Employees will be required to brief their relief of any activity occurring on their frequency or equipment malfunctions.
3. All employees must sign on to the CAD System when they relieve the off going shift. The sign on command is extremely important for the audit trail and to the individual employee as well. Employees not relieved by on-coming personnel must completely sign off their duty station.

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J. PERSONAL PHONE CALLS AND TEXT MESSAGES

1. In no case shall personal phone calls be accepted on the 911 emergency lines.
2. All telephone lines in the Communications Division are recorded. All computer messages are viewed as official records. An employee should have no expectation of privacy. All telephone calls are subject to supervisory review and considered as evidence. They are also subject to subpoena.
3. Communications personnel will limit personal phone calls to a minimum. While an employee is on duty, under no circumstances will a personal telephone call exceed three minutes.

K. SUPPLIES

1. Supplies are classified as expendable property items.
2. The Communications Division shall maintain an adequate stock of supplies, particularly items that are used exclusively within the division.
3. Employees are responsible for maintaining and updating issued manuals. This includes the Department SOP, Communications SOP, CADS manual, etc.
4. Employees shall be responsible for headsets issued for their use. Employees shall use their headsets in an appropriate manner.

L. IN SERVICE TRAINING

1. The Communications manager will assign personnel to in-service training: either locally or outside the City. Such training shall be a condition of employment.
2. In-service training shall be scheduled as directed by the training supervisor to cover a variety of topics that will enhance the knowledge and professionalism of the Division.

M. BID PROCEDURES

Bid procedures are set forth by the Clerical Union Contract and are held twice a year: January and July. The bid will be held during the first two weeks within the month and will take affect the first pay period following the bid. The bid is seniority based.

N. BUILDING & EQUIPMENT MAINTENANCE

1. Report malfunction of CADS, Enhanced 911 to the watch supervisor or technician on call.
2. Logs kept for each vendor (malfunction and time of repair).
3. Report radio frequencies problems to Radio Shop Tech.
4. Report the malfunction of other equipment located in the Communications Division to the Administrative Aide.

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5. Report any building maintenance to include the air conditioning system to AFD.

O. MEDIA POLICY

Employees of Communications will not discuss or disseminate information to the media on any incident that they have no direct knowledge. Supervisors are responsible for the release of information to media, and contacting Public Information Officer.

P. OPERATIONAL STATISTICS

1. At the end of each watch, the NCIC operators will be responsible for logging the operation statistics.
2. At the end of the their watch, the swing shift supervisor will be responsible for turning in the statistics.
3. The information collected from operational statistics is calculated into the Communications monthly report.

Q. SECTION ACTIVITY LOG

1. The Division activity log is a form used to keep a listing of all major or critical incidents, for future reference, occurring within a 24-hour period. Place the log in the Administrative Aide's box at the end of swing shift.
2. There is a file located in the Administrative Aide's office for the Division Activity Log.
3. The Form
  - a. Fill in the time of the occurrence of the incident.
  - b. Fill in the call code used to describe the incident.
  - c. Fill in the location of occurrence and additional remarks relevant to the call.
  - d. The supervisor who filled in the information places their initials in the supervisor box.

R. NOTIFICATION OF SIGNIFICANT INCIDENTS

POLICY

It is the policy of the Department to provide an efficient and reliable system to disseminate, report and record significant incidents that are brought to the attention of Department personnel by any means. The goal is to ensure that all levels of the Department are adequately informed about noteworthy incidents.

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DEFINITIONS:

SIGNIFICANT INCIDENT

Significant incident(s) shall include, but may not be limited to:

1. Death or serious injury to police officer on or off duty.
2. Death or serious injury to others that is a result of a police action.
3. Homicide.
4. Arrest of a suspect(s) that pose a danger to the community.
5. Arrest of a "high profile" individual (i.e., a person in a position of public trust, notorious fugitive, etc.)
6. Any incident or arrest an officer and/or supervisor may deem noteworthy.
7. Road closures-Interstate Closures

RULES

RESPONSIBILITY FOR NOTIFICATION

- The affected supervisor shall ensure the information concerning a significant incident is disseminated throughout the Department by logging onto the APD website at [www.cabq.gov/police/sigalert-and](http://www.cabq.gov/police/sigalert-and) clicking on to significant incident link to access form. (The password is :sigalert13". Once the form is completely filled out and sent, it will automatically be disseminated to all APD Sergeants up to and including the Chief of Police, Deputy COA's, and Mayor by utilizing the city email system.
- Significant incident emails contain private information regarding victims. This information must be treated as department confidential, unless authorization is given by the Chief of Police or his designee to release the specific victim information to the media.

CURRENT OR ON-GOING SIGNIFICANT INCIDENTS

- \* The on-duty communications supervisor will be responsible for initiating e-mail for all current or on-going significant incidents as they occur. This will include updates and a final closure of the incident.
- \* The affected sworn supervisor will be responsible for filling out and sending a significant incident e-mail with all of the final information upon the completion/resolution of the incident.

S. THE EMERGENCY GENERATOR – CONSOLIDATED PUBLIC SAFETY COMMUNICATIONS CENTER

1. The Communications Center is equipped with an emergency generator that provides electrical power in case of a power outage.
2. The generator automatically starts and stops when power is lost or restored.



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3. Only certain essential circuits within the center are on this emergency power supply, including essential operating and lighting circuits in the Communications Division.
4. The emergency generator is inspected and tested weekly. Since the communications center is shared with the Fire Department, AFD is charged with testing the emergency generator.

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## **2-01-2 COMMUNICATIONS CENTER SECURITY**

It is the policy of the Communications Division to provide professional, efficient, and accurate service to the personnel of the Albuquerque Police Department and the general public.

### **A. SECURITY OF THE COMMUNICATIONS CENTER**

It is the policy of the Albuquerque Police Department to have guidelines in case of a bomb threat or a breach of security in the communications center.

### **B. BOMB THREATS FOR THE COMMUNICATIONS CENTER**

1. The call taker will gather all pertinent information and create an incident for dispatch.
2. Dispatch units immediately and notify the Field supervisor of the proper area command.
3. The Communications supervisor will be responsible for notifying the Communications Manager and coordinate with AFD dispatch, also personnel within the communications center.
4. The Communications manager will determine whether the Communications Division is to be evacuated. The Communications supervisor will have the responsibility and make the determination to evacuate during off-duty hours. If evacuation is necessary, the Communications supervisor will set up alternative communications between headquarters and mobile units.

### **C. ACCESS TO COMMUNICATIONS**

1. The Communications Division is a restricted area. Unauthorized persons must have permission from the supervisor to enter the Division.
2. Only personnel assigned to the current watch have authorized admittance to the Division.
3. Persons having business to conduct within the Communications Division are to conduct such business by telephone or radio, unless authorized by the watch supervisor.
4. The supervisor or the Communications manager approves tours through the Communications Division in advance. The supervisor will notify the manager of all tours.
5. Communications is strictly prohibited to prisoners.

### **D. BREACH OF INTERNAL SECURITY WITHIN THE COMMUNICATIONS CENTER**

1. The Communications supervisor will immediately account for all personnel working within the unit.
2. The Communications supervisor will do the following:

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- a. Contact Department personnel who are working in the building after hours.
  - b. Advise the dispatcher to broadcast the situation on each dispatch frequency for the safety of any officer en-route to the Communication Center.
  - c. Notify the Communications Manager as soon as possible.
3. The Communications supervisor will determine if the Lieutenant for the area command should respond. If the Lieutenant is unavailable, notify the sector sergeant for the Communications building.
  4. Under no circumstances will Communications personnel, including the supervisor, leave to investigate reports of unauthorized entries. It is the responsibility of the supervisor to maintain communications with the responding Field Supervisor.
  5. The Communications supervisor will notify all concerned personnel when the Communications center has been declared secured and safe.

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### **2-01-3 JURISDICTIONS OF LOCAL POLICE AGENCIES**

#### **A. JURISDICTIONAL BOUNDARIES FOR APD**

It is the policy of the Albuquerque Police Department to respond to areas under the jurisdiction of the City of Albuquerque. Normally, the Albuquerque Police Department does not respond to calls for service outside our jurisdiction.

#### **B. JURISDICTION OF ALBUQUERQUE POLICE DEPARTMENT**

1. The Albuquerque Police Department is a law enforcement agency of general jurisdiction within the corporate limits of the City of Albuquerque.
  - a. The Chief of Police or his designee may agree to extend the jurisdictional boundaries in areas of mutual interest with the county and/or state properties.
  - b. The Secure Treatment Facility, a State of New Mexico agency, is a facility of mutual interest; therefore, APD will respond to threats to life, welfare, escape, or disturbances. (2401 West Frontage NE).
2. The Albuquerque Police Department is charged with the enforcement of City Ordinances, Statutes of the State of New Mexico and Statutes of the United States.

#### **C. JURISDICTION OF BERNALILLO COUNTY SHERIFF'S OFFICE**

1. The Bernalillo County Sheriff's Office is a law enforcement agency of general jurisdiction throughout Bernalillo County, including the City of Albuquerque, and exclusive of Federal Reservations.
2. All calls for service outside the City of Albuquerque, but within Bernalillo County, are referred to the Sheriff's Office.
3. The Sheriff's Office executes civil process within Bernalillo County. Albuquerque Police Department policy forbids the execution of civil process by officers with the exception of serving Orders of Protection for Domestic Violence.
4. The Sheriff's Office is charged with the enforcement of County Ordinances, the Statutes of the State of New Mexico and the Statutes of the United States.
5. Ordinances of the County of Bernalillo are not valid within the corporate limits of the City of Albuquerque. Deputies may enforce the Ordinances of the City of Albuquerque within the corporate limits of the City.

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D. JURISDICTION OF NEW MEXICO STATE FAIR GROUNDS

1. The New Mexico State Fair Grounds are within the city limits, but outside the jurisdiction of the Albuquerque Police Department and the Bernalillo County Sheriffs Office. The New Mexico State Police is the only law enforcement agency having general jurisdiction.
2. No APD police unit shall be dispatched to the State Fair Grounds without the permission of the sector sergeant.

E. JURISDICTION OF NEW MEXICO STATE POLICE

1. The New Mexico State Police have general jurisdiction throughout the State of New Mexico, excluding Federal Reservations. The NMSP also exercise jurisdiction on Indian land. The Bureau of Indian Affairs has issued NMSP officers a commission.
2. The NMSP are charged with the enforcement of the Statutes of the State of New Mexico and the Statutes of the United States of America.
3. Refer all traffic accidents occurring outside the corporate limits of Bernalillo County to the NMSP.
4. Refer reports of criminal violations from outside Bernalillo County, where the property jurisdiction cannot be readily determined where the proper agency cannot be contacted, or where the incident has occurred on Indian Lands, to the NMSP.
5. State Land is defined, as real property owned by the State of New Mexico. In some instances, the State of New Mexico has retained jurisdiction over this land such as the Department of Motor Vehicle Offices and sub-outlets.

F. JURISDICTION OF UNM POLICE

1. The University of New Mexico Police Department has general jurisdiction on lands owned by the State of New Mexico, which is under the control of the University of New Mexico. This area is outside the jurisdiction of APD.
2. UNM Police Department will be responsible for calls for service on UNM campus.
3. The City of Albuquerque and the University of New Mexico have a joint agreement, allowing APD to enter UNM property upon the request of UNM officials. Refer any such request to the sector sergeant.

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G. JURISDICTION OF FEDERAL AGENCIES

1. The United States Law Enforcement Agencies exercise jurisdiction only over offenses against the United States. Agencies are assigned responsibility for enforcement of various statutes. An offense occurring on a Federal Reservation or on Native American Land is within the jurisdiction of the Federal Government.
2. Federal and local agencies often exercise dual jurisdiction over certain offenses, such as a bank robbery or theft from an interstate shipment.
3. Federal Law Enforcement Agencies:
  - a. FEDERAL BUREAU OF INVESTIGATION
    - The FBI has jurisdiction over all Federal crimes not specifically assigned to another Federal Agency.
    - Common offenses are robbery of a FDIC insured bank, thefts from Interstate shipments and U.S. property, interstate transportation of stolen vehicles, unlawful flight to avoid prosecution, and crimes occurring on Federal Reservations and Native American Lands.
  - b. BUREAU OF ALCOHOL, TOBACCO, AND FIREARMS

The ATF is charged with the enforcement of statutes relating to the taxation of Alcohol, Tobacco, and Firearms. The enforcement of the 1968 Firearms Control Act is assigned to this agency.
  - c. DRUG ENFORCEMENT AGENCY

The DEA enforces statutes relating to the taxation and importation of dangerous drugs and narcotics.
  - d. SECRET SERVICE

The Secret Service enforces statutes relating to counterfeit money and the protection of the President of the United State and certain other dignitaries.
  - e. IMMIGRATION AND NATURALIZATION SERVICE

This agency enforces of statutes relating to immigration into the United States and the naturalization of persons as citizens of the United States.

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#### H. FEDERAL RESERVATION JURISDICTIONS

1. A Federal Reservation is property owned by the United States in which jurisdiction has not been ceded to the State of New Mexico. It also includes property purchased by the United States sharing jurisdiction with the State of New Mexico. No Albuquerque Police Officer shall be dispatched to a Federal Reservation without the express permission of the area supervisor, except for routine follow-up investigations.
2. The Albuquerque Indian School and the Job Corps Center are considered Federal reservations; the City of Albuquerque has joint jurisdiction and will respond to any calls for service.
3. The Albuquerque Veteran's Hospital is outside the city limits and is located on a Federal Reservation.
4. The City of Albuquerque does not have joint jurisdiction for the following Federal locations:
  - a. Federal Courthouse, 333 Lomas Blvd SW
  - b. Federal Building, 421 Gold SW
  - c. Federal Building, 123 4th St. SW
  - d. Federal Parking Structure, 6th and Lead SW
  - e. Kirtland Air Force Base
  - f. Veteran's Hospital
5. Below is a partial list of Federal locations with joint jurisdictions:
  - a. GSA Motor Pool, 1800 12th St NW
  - b. GSA Warehouse, 1600 12th St NW
  - c. Federal Building 517 Gold SW and US Courthouse, 500 Gold SW
  - d. Main US Postal Service Office, 1135 Broadway NE
  - e. Job Corps
  - f. Albuquerque Indian School

#### I. JURISDICTION OF NATIVE AMERICAN LANDS

1. Land is property owned by a tribal group of Native Americans under treaty with the United States. The tribal government and the Federal authorities share jurisdiction.
2. There are several Indian Reservations and Pueblos in the immediate Albuquerque area:
  - a. Sandia Pueblo
  - b. San Felipe Pueblo
  - c. Santa Ana Pueblo
  - d. Zia Pueblo

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3. There are two law enforcement agencies that routinely perform law enforcement functions on Native American Lands.
  - a. FEDERAL INDIAN POLICE:

The Federal Indian Police have general jurisdiction on Native American Lands. They are Federal Agents commissioned by the Department of Interior, Bureau of Indian Affairs. They may arrest any person, Native American, or non-Native American, for any crime committed on tribal lands. They also assist and train Tribal Police Agencies.
  - b. TRIBAL POLICE:

Tribal Police Agencies have limited jurisdiction on tribal lands. They have authority only over misdemeanor offenses on tribal lands. A Native American charged with a misdemeanor offense is brought before the Tribal Court; a non-Native American charged with a misdemeanor offense is brought before the proper state court. In case of a felony offense, the Tribal Police notify the Federal Indian Police.
4. There are four Tribal Police Agencies in the Albuquerque Area:
  - a. Acoma
  - b. Isleta
  - c. Laguna
  - d. Zia
5. The New Mexico State Police maintain radio communications with Isleta, Laguna, and Zia Tribal Police, and routinely notify these agencies of calls for service.
6. No Albuquerque Police Officer shall be dispatched to a Federal Reservation without the permission of the area supervisor, except for routine follow-up investigations.



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## **2-01-4 DISPATCH PROCEDURES - INCIDENTS**

### **A. DISPATCH ALBUQUERQUE POLICE DEPARTMENT OPEN SPACE AREA**

#### **APD Open Space**

1. All APD Open Space officers and APD Open Space NM Mounted Patrol Reserve officers will log onto City Wide (WID) area and monitor APD communications for the closest area command assigned radio air assigned.
  - \* If officers have no KDT they will notify dispatch via radio communications or by phone call out over the air and have the APD dispatcher log officers unit onto City Wide area.
2. All APD Open Space and APD Open Space NM Mounted Patrol Reserve officers will advise APD dispatch what radio air they will be monitoring during their daily assignment.
3. APD Open Space and APD Open Space NM Mounted Patrol Reserve officers assigned to Open Space will be subject to responding to all law enforcement calls for service in that area.
  - a. APD dispatch will voice and digitally dispatch all law enforcement calls to officers assigned to Open Space.
  - b. APD Open Space and APD Open Space NM Mounted Patrol Reserve officers will call out on the assigned APD dispatch channel when dealing with a law enforcement situation.
  - c. If an APD Open Space or APD Open Space NM Mounted Patrol Reserve officer receives a law enforcement call from Open Space dispatch the officer will call out and advise APD dispatch of the location and additional information.
4. APD Open Space and APD Open Space NM Mounted Patrol Reserve officers will scan Open Space dispatch air for all non-law enforcement calls for service.

Open Space officers will callout on Open Space dispatch air for all non-law enforcement information.
5. Radio Frequency in numeric order:
  1. Open Space 1
  2. Valley Air
  3. Westside
  4. West TAC
  5. Foothills
  6. NCIC
  7. East TAC
  8. Northeast
  9. Southeast
  10. City TAC
  11. Cotton Wood
  12. North BCSO
  13. South BCSO
  14. East BCSO
  15. Event 1
  16. Rover 16

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B. APD Floor Supervisor

When assistance is requested from Open Space:

1. APD on duty Floor Supervisor will contact Open Space by using on call list.

On a monthly basis the Open Space Section will provide APD Communications with an updated on call list.

2. The on duty or on-call Open Space supervisor will be contacted when requests are made for the following services:
  - a. Hovercraft
  - b. ATV's
  - c. 4X4 wheel drive vehicles Search and Rescue equipment

C. CALLS IN OPEN SPACE

Open Space CFS have some distinct problems therefore the following protocol will be utilized for OS.

1. Auto Burglaries
  - In Progress- Dispatch 2 officers and notify Sergeant
  - Delayed- Dispatch 1 officer, report and F.I work done
2. Vandalism
  - In Progress- Dispatch 2 officers and notify Sergeant
  - Delayed- Dispatch officer, report taken
3. Search and Rescue
  - Dispatch officer and Sergeant
  - Notify State Police to activate Search and Rescue at request of the duty Sergeant
4. Domestic\*
5. Drinking in public
  - Dispatch 1 officer (dependant on number of subjects)
6. Parties
  - Dispatch 1 officer to check the area and advise on additional units
7. Narcotics\*
8. Drunk drivers\*

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9. Sex Offences\*
10. Suicides\*
11. Assault/Batteries\*
12. Larceny\*
13. Auto Thefts from Open Space
  - Progress- Dispatch 2 officers, possibly Sergeant
  - Delayed report- Dispatch 1 officer to take report
14. Discharging of firearms\*
15. Illegal Hunting
  - Dispatch 2 officers, notify Sergeant
16. Juveniles (disturbances)
  - Dispatch Officer to 10-10 area
17. Fires/Arson
  - Dispatch officer and Sergeant notify AFD/BCFD  
Sergeant will advise on additional units. Notify Lieutenant for possibly ERT activation.
18. Loud Music
  - \* Dispatch 1 officer
19. Traffic Accident with/without injuries. \*
20. Audible Alarms \*
21. Rescue Calls (injured park visitors) \*
22. Vehicle locked in Open Space Parks.
  - Notify on duty Sergeant and advise citizen vehicle will be left in over night. (Policy).
23. Illegal Dumping
  - In Progress- Dispatch 1 Officer
  - Delayed- Dispatch 1 Officer to make a maintenance request.
24. Removal of natural resources
  - Dispatch 1 Officer
25. Animal calls/Restraint of animals in Open Space
  - Dispatch district officer to 10-10 area.
26. Vehicle Trespass (Vehicles in Bosque, dirt bikes in Foothills etc.)
  - Dispatch 1 Officer

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27. Stolen Vehicle/Abandon Vehicles in Open Space

- Occupied \*
- Unoccupied \*

28. Visitor Questions/ Wishes to make contact with officer

- Dispatch 1 Officer

\* = **Same as Standard Albuquerque Police Department Policy**

D. DISPATCH OF UNITS OUTSIDE THE CITY OF ALBUQUERQUE

1. Communications shall not dispatch any unit to locations outside the city limits, without permission of the sector sergeant.
2. If there is an immediate threat to life or property and the jurisdiction cannot be readily determined, or is in dispute with another agency, a police officer will be dispatched.
3. Routine dispatching procedures shall be followed when City property or personnel are involved in the following instances:
  - a. Traffic accident involving APD vehicles
  - b. Private property accident involving any city vehicle
  - c. Theft of City property
  - d. Injury to an on-duty police officer.

E. DISPATCH OF A UNIT ON CIVIL SITUATIONS

The Communications Division shall not dispatch officers on civil complaints; e.g., landlord/tenant problem, employer/employee problem, contractual disputes, etc., where there is no criminal violation of the law. The complainant will be advised to contact an attorney or appropriate agency for advice or assistance. A police officer may be dispatched depending on the circumstances; e.g. Disturbance, fight, etc.

F. DISPATCH OF UNIT ON LABOR DISPUTE

The Communications Division shall not dispatch a unit to a labor dispute without the express permission of the sector sergeant.

G.. DISPATCHING OF WRECKERS

It is the policy of the Albuquerque Police Department to tow vehicles.

1. Wrecker of the Day
  - a. The City Treasurer's Office provides the Communications Section with a schedule of wrecker companies, which rotate on a weekly basis. This schedule determines the "Wrecker of the Day".

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- b. Wrecker requests will be considered as a request for the wrecker of the day, unless the vehicle owner requests a specific wrecker.
- c. If Communications personnel cannot contact the wrecker of the day, the next wrecker on the call out list will be contacted. A notation of the change will be added to the CADS incident.

2. Wrecker Requests

- a. All requests for wreckers by members of APD will be channeled through the Communications Division.
- b. Upon receiving a request from an officer, the dispatcher will:
  - Check the boundaries listed below and call the wrecker of the day.
  - Provide their operator number and the location the wrecker is needed to the towing company.
  - Add comments to the officer's incident indicating the name of the wrecker called.
- c. If the wrecker of the day does not have a wrecker available for dispatch, the next wrecker on the schedule shall be called. If the wrecker of the day calls another towing company to provide the service, they will notify the Communications dispatcher of the Wrecker Company.
- d. If a wrecker has not arrived at the location within 30 minutes, the Communications operator will call the wrecker Company to ascertain if the wrecker has been dispatched and the estimated time of arrival.
  - After 30 minutes, cancel the wrecker by telephone. Note the cancellation on the CADS incident and request the next wrecker on call.

3. Triple A (AAA) Wreckers

When a citizen makes a request for a wrecker from Triple A, Communications personnel will not need to obtain membership information.

4. Towing Police Vehicles

- a. When a wrecker is requested for a police vehicle, Communications personnel shall contact vehicle maintenance for a wrecker.

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- b. If City Yards, vehicle maintenance, does not have a wrecker available, or if it is after hours and they are closed, contact Malcolm Wrecker to tow the vehicle.
5. City of Albuquerque Vehicles
    - a. The wrecker firm that has the contract with the City of Albuquerque will tow all city vehicles.
    - b. If a Class D wrecker is needed, contact the Communications supervisor.
  6. Abandoned Vehicles
    - a. Personnel receiving a report of an abandoned vehicle shall obtain the license number and run an inquiry through NCIC.
      - Create an incident for dispatch when the vehicle has been reported stolen.
      - If the vehicle is not stolen, refer the caller to the abandoned vehicle hotline at 768-2277 or 768-CARS or area substations.
    - b. If a vehicle is abandoned under suspicious circumstances, which may indicate that it is possibly stolen or involved in a criminal offense, an officer shall be dispatched.

**H. BONDSMAN AND BOUNTY HUNTER AUTHORITY**

1. **Calls received from a bondsman or bounty hunter requesting a police response to a location will only be dispatched when there is a valid arrest warrant for the individual or there is a disturbance.**
2. **When a call is received a bondsman will properly identify himself as a bondsman/bounty hunter to the operator.**
3. **A bondsman/bounty hunter must have the name, date of birth and / or social security number of the individual.**
4. **The operator must then verify the warrant through the National Crime Information Center (NCIC).**
5. **If the warrant is valid then the operator will create a call for service and will be prioritized as follows:**
  - a. **All felony warrants will be entered as a Priority 2.**
  - b. **All misdemeanor warrants will be entered as a Priority 3.**
  - c. **At any time a disturbance is relates to one of these calls, the call will be entered or changed to a Priority 1.**
  - d. **If the warrant is not valid, the operator will then advise the bondsman/bounty hunter that the warrant is not valid and that officers will not be responding.**

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## **2-01-5 EMERGENCY NOTIFICATIONS**

Delivering messages is a legitimate law enforcement function. The two categories of messages will be death notifications and emergency messages.

### **A. DEATH NOTIFICATIONS**

1. Do not accept out of state death notifications over the telephone.
2. Out of state callers will be instructed to contact their local law enforcement agency and request a Teletype be sent through the National Law Enforcement Telecommunications System. The operator will provide the caller with the ORI number.
3. Upon receipt of the Teletype, create a call for dispatch with the ten-code type as a 10-51 and a priority level 3.
4. The on-call Chaplain will be notified and dispatched to the location.
5. The Chaplain will telephone the Communications supervisor once the notification has been made. The supervisor will add comments to the incident and clear the Chaplain from the call.

### **B. EMERGENCY MESSAGES**

Emergency messages are welfare checks, medical emergency notifications, etc. These messages are received from an outside agency by Teletype and are dispatched to a beat officer or public safety aide for follow-up, if agency has no Teletype capability, fax can be acceptable.

Effective: 08/13/2007; Replaces: 05/19/2006

## **2-01-6 PROCEDURES FOR HAZARDOUS MATERIALS RESPONSE**

It is the policy of the Albuquerque Police Department to set forth guidelines in case of a hazardous material incident.

### **A. COMMUNICATIONS SUPERVISOR RESPONSIBILITIES**

1. The supervisor will contact the Office of Emergency Management (OEM) at the request of a Field Supervisor.
2. The supervisor will notify the Duty Chief, affected area commander, and the public information officer (PIO).
3. The supervisor will provide a dispatcher if feasible to secure a frequency, and coordinate personnel by assigning tasks and relaying information.

### **B. DISPATCHER RESPONSIBILITIES**

1. The dispatcher will advise responding officers of all information relative to the hazardous material incident while contacting the State Police and Fire Department.
2. The dispatcher will keep officers at the location updated with information from the field supervisor.
3. The dispatcher will remain at the assignment until the Operations supervisor provides a relief.

### **C. EVACUATION PROCEDURES**

Communications personnel assigned to evacuation notification will:

1. Write down instructions from the supervisor exactly as they were received.
  - a. For large buildings, the field supervisor will provide accurate directions for evacuation routes.
  - b. The Field Supervisor will determine alternative evacuation routes.
2. Once telephone contact is made with an individual, advise the party who is calling and why. Relay instructions exactly as they are received and avoid lengthy conversations or explanations.
3. If there are any questions regarding alternative evacuation routes, contact the field supervisor in charge. Do not allow the citizens to select their own route.



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D. OPERATIONAL PLAN for BIOLOGICAL DETECTION SYSTEM ALARM

Communications Responsibility:

In the event of a confirmed B.D.S. alarm, the Albuquerque Police Department is prepared to provide traffic control, physical security, criminal investigation, prisoner security and any other duty that lies within the purview of accepted law enforcement responsibilities.

Dispatch and Response Procedure

a. Planned Event steps;

1. The US Postal Service will contact the 911 System to notify the Albuquerque Fire and Police Departments of a BDS alarm and any additional information.
2. The APD dispatch will immediately dispatch an available field service supervisor and additional units to begin securing a perimeter around the US Postal Office property at 1135 Broadway NE.
3. The APD supervisor on duty will then alert the on call Emergency Response Team (ERT) to provide extended police services during the event.
4. The APD supervisor on duty will then alert the PIO to respond to the Joint Media Center designated by US Post Office, APD, AFD, FBI, Metro Division Commander and Health Officials.
5. The APD dispatch will contact the Santa Fe Railroad Police to advise them of the alert.

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**Traffic and Containment Plan:**

The Traffic plan will require the services of a minimum of eight officers plus one supervisor to coordinate the deployment. It is unlikely that the necessary area command personnel will be available to fully implement this plan. Consequently, this plan is based on the ERT response to the site.

Traffic Assignments

- 1<sup>st</sup> Street and Mountain Road – divert all eastbound traffic north
- South parking lot of the US Postal Office behind the Burger King – prevent all ingress and egress to and from the US Post Office parking lot (two officers preferred).
- Broadway and Lomas Blvd – divert all westbound Lomas traffic south.
- Broadway and Lomas Blvd – divert all northbound Lomas traffic east.
- Broadway and Marble – divert all westbound Marble traffic to east.
- Broadway and Granite – divert all westbound Granite traffic to east.
- Edith and Mountain Road – divert westbound mountain traffic north and south.
- Broadway and Rosemont – divert all southbound Broadway traffic back north.

\* APD should consider the use of traffic barricades to reduce staffing overtime hours if the duration of the event is projected to exceed 6 hours.

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## **2-01-7 DESCRIPTION OF A PERSON OR A VEHICLE**

- A. A description of a person shall be obtained in the following standardized order:
1. Name
  2. Sex
  3. Race
  4. Age
  5. Height
  6. Weight
  7. Hair
  8. Eyes
  9. Complexion
  10. Physical appearance (marks, scars, limp)
  11. Clothing (head to food)
    - a. Hat
    - b. Shirt and tie
    - c. Coat
    - d. Trousers
    - e. Socks
    - f. Shoes
- B. The sequence is used when recording a description from a caller and broadcasting descriptions over the frequency.
- C. Obtain the description of a vehicle in the following standardized order. Remember the word "CYMBALS" when describing motor vehicles.
1. Color
  2. Year
  3. Make
  4. Body style
  5. License plate number or Vehicle Identification Number
  6. State

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D. CADS AND COMMUNICATIONS ABBREVIATIONS /ACRONYMS

**COLORS:**

BEG	=	BEIGE
BLK	=	BLACK
BLN	=	BLONDE
BLU	=	BLUE
BRN	=	BROWN
BRZ	=	BRONZE
CHR	=	CHROME
COPR	=	COPPER
CRM	=	CRÈME
DK	=	DARK
GLD	=	GOLD
GRN	=	GREEN
GRY	=	GRAY
HAZ	=	HAZEL
LAV	=	LAVENDER
LT	=	LIGHT
MAR	=	MAROON
MUL-COL	=	MULTI COLOR
ONG	=	ORANGE
PNK	=	PINK
PUR	=	PURPLE
RED	=	RED
SIL	=	SILVER
TAN	=	TAN
TRQ	=	TURQUOISE
WHI	=	WHITE
YEL	=	YELLOW

**BODY PARTS:**

L ARM	=	LEFT ARM
L EYE	=	LEFT EYE
L FOOT	=	LEFT FOOT
L HAND	=	LEFT HAND
L LEG	=	LEFT LEG
L SHLD	=	LEFT SHOULDER
R ARM	=	RIGHT ARM
R EYE	=	RIGHT EYE
R HAND	=	RIGHT HAND
R LEG	=	RIGHT LEG
R SHLD	=	RIGHT SHOULDER
R FOOT	=	RIGHT FOOT
UL ARM	=	UPPER LEFT ARM
UL LEG	=	UPPER LEFT LEG
UR ARM	=	UPPER RIGHT ARM
UR LEG	=	UPPER RIGHT LEG

**PLACES:**

ABQ	=	ALBUQUERQUE
MDC	=	METRO DETEN CENTER
BCSO	=	BERN COUNTY SHERIFF
DA	=	DISTRICT ATTORNEY
DEA	=	DRUG ENFORCE AGENCY
DHOME	=	JUV DETENTION CENTER
EOD	=	EXPLOSIVE ORD DISPOSAL
FBI	=	FEDERAL BUREAU INVEST
HOSP	=	HOSPITAL
HSD	=	HUMAN SERVICES DEPT
MVD	=	MOTOR VEH DEPT
NCIC	=	NATIONAL CRIME INFO CNT
NMSP	=	NM STATE POLICE
VA	=	VETERANS HOSPITAL

**PERSONS:**

AKA	=	ALSO KNOWN AS
BFA	=	BLACK FEMALE ADULT
BMA	=	BLACK MALE ADULT
DOB	=	DATE OF BIRTH
HAI	=	HAIR COLOR
HGT	=	HEIGHT
HVY	=	HEAVYSET
IFA	=	INDIAN FEMALE ADULT
IMA	=	INDIAN MALE ADULT
JUV/IO-30	=	JUVENILE
LNG	=	LONG
OFA	=	ORIENTAL FEMALE ADULT
OMA	=	ORIENTAL MALE ADULT
DLN	=	DRIVERS LICENSE NUMBER
SFA	=	SPANISH FEMALE ADULT
SMA	=	SPANISH MALE ADULT
SKN	=	SKIN TONE
SOC	=	SOCIAL SECURITY NUMBER
WFA	=	WHITE FEMALE ADULT
WMA	=	WHITE MALE ADULT
MID EAST F	=	MIDDLE EASTERN FEMALE
MID EAST M	=	MIDDLE EASTERN MALE

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**VEHICLES:**

AMER	=	AMERICAN MOTORS
BMW	=	BRIT MOTOR WORKS
BUIC	=	BUICK
CADI	=	CADILLAC
CHEV	=	CHEVY
CHRY	=	CHRYSLER
CONV	=	CONVERTIBLE
DATS	=	DATSUN
DIAH	=	DAIHATSU
DODG	=	DODGE
DR	=	DOOR
GEO	=	GEO
HAR-DAV	=	HARLEY DAVIDSON
HYUN	=	HYUNDAI
ISU	=	ISUZU
JAGU	=	JAGUAR
LIC	=	LICENSE PLATE
LINC	=	LINCOLN CONTINENTAL
MAZD	=	MAZDA
MERZ	=	MERCEDES BENZ
MERC	=	MERCURY
MIT	=	MITSUBISHI
MONTE	=	MONTE CARLO
MC	=	MOTORCYCLE
NISS	=	NISSAN
OLDS	=	OLDSMOBILE
PEUG	=	PEUGEOT
PK	=	PICKUP TRUCK
PLYM	=	PLYMOUTH
PONT	=	PONTIAC
PORS	=	PORSCHE
RENA	=	RENAULT
STRN	=	SATURN
SW	=	STATION WAGON
SUBA	=	SUBARU
SUZI	=	SUZUKI
TOYT	=	TOYOTA
VOLK	=	VOLKSWAGON
VOLV	=	VOLVO

**STATES:**

AK	=	ALASKA
AL	=	ALABAMA
AR	=	ARKANSAS
AZ	=	ARIZONA
CA	=	CALIFORNIA
CO	=	COLORADO
CT	=	CONNECTICUT
DE	=	DELAWARE
FL	=	FLORIDA
GA	=	GEORGIA
HI	=	HAWAII
IA	=	IOWA
ID	=	IDAHO
IL	=	ILLINOIS
IN	=	INDIANA
KS	=	KANSAS
KY	=	KENTUCKY
LA	=	LOUISIANA
MA	=	MASSACHUSETTS
MD	=	MARYLAND
ME	=	MAINE
MI	=	MICHIGAN
MN	=	MINNESOTA
MO	=	MISSOURI
MS	=	MISSISSIPPI
MT	=	MONTANA
NC	=	NORTH CAROLINA
ND	=	NORTH DAKOTA
NE	=	NEBRASKA
NH	=	NEW HAMPSHIRE
NJ	=	NEW JERSEY
NM	=	NEW MEXICO
NV	=	NEVADA
NY	=	NEW YORK
OH	=	OHIO
OK	=	OKLAHOMA
OR	=	OREGON
PA	=	PENNSYLVANIA
RI	=	RHODE ISLAND
SC	=	SOUTH CAROLINA
SD	=	SOUTH DAKOTA
TN	=	TENNESSEE
TX	=	TEXAS
UT	=	UTAH
VA	=	VIRGINIA
VT	=	VERMONT
WA	=	WASHINGTON
WI	=	WISCONSIN
WV	=	WEST VIRGINIA
WY	=	WYOMING

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**MISCELLANEOUS:**

20	=	LOCATION	INS	=	INSURANCE
21	=	PHONE OR CALL	JKT	=	JACKET
27-5A	=	AUTO BURGLARY	JNS	=	JEANS
27-5R	=	RESIDENTIAL BURGLARY	K-9	=	CANINE
27-5C	=	COMMERCIAL BURGLARY	KDT	=	DISPLAY TERM
30/JUV	=	JUVENILE	LARC	=	LARCENY
34	=	OFFICER OR MEET OFFICER	LOC	=	LOCATION
ADV	=	ADVISE	MISD	=	MISDEMEANOR
AGG	=	AGGRAVATED	MP	=	MOBILE PHONE
ANON	=	ANONYMOUS	NB	=	NORTHBOUND
APT	=	APARTMENT	NOD	=	NO OTHER DESC
ATL	=	ATTEMPT TO LOCATE	NOI	=	NO OTHER INFO
ATT	=	ATTEMPT/ATTEMPTED	OCCD	=	OCCURRED
BF	=	BOYFRIEND	OFFN	=	OFFENDER
BLDG	=	BUILDING	PED	=	PEDESTRIAN
BOLO	=	BE ON THE LOOKOUT	PL	=	PARKING LOT
BRO	=	BROTHER	POSS	=	POSSIBLE
BURG	=	BURGLARY	POV	=	PRIV OWNED VEH
BUSN	=	BUSINESS	PP	=	PAY PHONE
CACU	=	CRIMES AGAINST CHILDREN	PRIV PROP	=	PRIVATE PROPERTY
CLR	=	CALLER	REF	=	REFERENCE
COMP	=	COMPANY	REQ	=	REQUEST
COMM	=	COMMERCIAL	RES	=	RESIDENTIAL/RESIDENT
D & O	=	DOWN AND OUT	RP	=	RESPONSIBLE PARTY
DESC	=	DESCRIPTION	SB	=	SOUTHBOUND
DISC	=	DISCOVER/DISCOVERED	SEC	=	SECURITY
DL	=	DRIVER'S LICENSE	SGT	=	SERGEANT
DOT	=	DIRECTION OF TRAVEL	SIS	=	SISTER
DTR	=	DAUGHTER	SOP	=	STANDARD OPERATING PROCEDURES
DWI	=	DRIVING WHILE INTOXICATED	SUBJ	=	SUBJECT
EB	=	EASTBOUND	SUSP	=	SUSPECT
ENR	=	ENROUTE	SWAT	=	SPECIAL WEAPONS & TACTICAL
ER	=	EMERGENCY ROOM			
ETA	=	ESTIMATED TIME OF ARRIVAL			
FEL	=	FELONY	TD	=	TIME DELAY
FYI	=	FOR YOUR INFORMATION	TOT	=	TRANSPORT/TRANSFER
GF	=	GIRLFRIEND	UNK	=	UNKNOWN
GOA*	=	GONE ON ARRIVAL	VICT	=	VICTIM
GRAF	=	GRAFFITI	29	=	WARRANT
H & R	=	HIT AND RUN	WB	=	WESTBOUND
HUSB	=	HUSBAND	WEAP	=	WEAPONS
IN CUST	=	IN CUSTODY	VA	=	VICTIMS ADVOCATE
INDV	=	INDIVIDUAL			
INPROG	=	IN PROGRESS			

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NCIC ABBREVIATIONS

BROWN	=	BRO
CHROME	=	COM
COPPER	=	CPR
DARK	=	D
LIGHT	=	L
PURPLE	=	PLE
ORIENTAL/ASIAN	=	A
NEBRASKA	=	NB
CONVERTIBLE	=	CV
HARLEY DAVIDSON	=	HD
MONTE CARLO	=	MOC

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## **2-01-8 BROADCAST FORMS AND ATTEMPT TO LOCATE**

It is the policy of the Communications Section to provide a standardized format and procedures for broadcasts of wanted and missing persons, attempt to locate, wanted vehicles, and stolen vehicles.

### **A. PROCEDURES**

1. An attempt to locate can be requested for several different reasons.
2. When an attempt to locate is requested, the operator will fill out a broadcast form. The BOLO message should be sent to all consoles. The message can be sent to specific officers in the field.
3. When receiving a broadcast form or BOLO, the radio dispatcher will broadcast the attempt to locate over the frequency talk group.
4. An important broadcast shall be repeated as necessary to insure that officers who were out of service during the original broadcast receive it.
5. Broadcast forms are in the attempt to locate book located in center of room.
6. BOLO messages sent on the CADS are not stored within the system. A hard copy will be printed and placed in the attempt to locate book in the proper section (missing person, wanted person, stolen vehicles, etc.)
7. The attempt to locate book will be purged every three days.

### **B. THE BROADCAST FORM**

1. The date and time of the occurrence are written in. The operator records their operator number in the dispatcher field.
2. The appropriate box is marked for the type of attempt to locate, and the reference number is added when the attempt to locate is relative to an incident.
3. The ORI number, armed, and weapon fields are filled in when appropriate. The operator writes in a brief synopsis of the reason for the broadcast and includes the location of the incident and direction of travel.
4. The rest of the fields are filled with information obtained from the person requesting the Attempt to Locate.
5. The requestor's name and telephone number or the unit number is written in the remark field along with any additional information.



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C. ATTEMPT TO LOCATE PROTOCOLS

All Attempts to Locate (ATL)s will be voiced dispatched and sent in detailed message form via MDT.

1. Upon receiving a call for a driver or vehicle that the caller has provided a plate number, the call taker will enter the ATL as a call/event and the PN; command will be used to enter the plate and state information of the vehicle. This is to include any ATLs given by TRU with PN; information. Please note on call that the created event is an ATL only and add if TRU has passed on this information.
2. Also create a detailed ATL in message form via MDT, including event number if referred to a call. ATL will be sent out to all units, all communication personnel and printed for the ATL book.
3. If the Telephone Reporting Unit receives an ATL the call taker will create a detailed ATL in a message.
4. Upon receiving a call that states a weapon was used or seen the call taker will create a call for service. Remarks on call will read that caller is requesting contact and at what updated location if different from original call. If the caller refuses contact by an officer then a call will be created to search for the vehicle or offender in the area last seen and added remarks will include negative contact. Operator will create a detailed message via MDT and send out to all officers, dispatchers and the call will be printed. At no time when a weapon is indicated or involved will only an ATL be accepted.

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## **2-01-9 TELEPHONES FOR THE HEARING AND SPEECH IMPAIRED**

It is the policy of the Communications Division to provide services to everyone in the community; this includes the hearing and speech impaired.

- A. A TTY is a device equipped with a typewriter keypad that allows the user to converse. The TTY transmits the conversation in tones through the telephone line to another TTY. The other TTY receives the tones and translates it back into language. It displays on the TTY screen.
- B. A call that is coming from a TTY is identified by the tones heard on the telephone line. It sounds similar to FAX machine tones.
- C. The Communications Computer VESTA System has TTY capability. When hearing the tones on the telephone or any time a line is open with no one speaking, activate the VESTA TTY. VESTA takes both 911 and 242-COPS TTY calls.
- D. The Section also receives telephone calls from New Mexico Relay. New Mexico Relay is a state service providing the hearing and speech impaired community with operators who are equipped with a TTY. New Mexico Relay operators call a hearing person for the impaired and relay the conversation word for word.
- E. When NM Relay is used, the Relay operator is an invisible link. The operator provides a voice for the person using the TTY. Phrases like "Telling him or her" or "Ask him or her" are not used because the operator is speaking directly for the person whose turn it is to speak.

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**2-01-10      911 GUIDELINES**

It is the policy of the Communications Division to coordinate the delivery of police services using telephone and digital communication equipment.

**A.      911 FUNCTIONS -RESPONSIBILITIES OF THE 911 OPERATOR**

1.      The 911 Operator is the first contact for a citizen seeking emergency assistance. This contact is important in order to portray a professional attitude and to obtain information necessary for the proper handling of the call.
2.      The 911 Operator must control or “take charge” of the conversation. Many calls will be of an emergency nature, and the caller may be very excited or emotionally upset. It is the responsibility of the 911 Operator to calm the caller and determine the need and who should respond.
3.      **911 Operator will always ask caller if contact is needed. When additional phone calls come into Communications Center remarks of this call will be added to original CAD Incident.**

**B.      BASIC CALL HANDLING**

**Refresher in basic call handling techniques. How to answer the telephones, and what to ask. Consistency among all 911 Operators in the handling of specific calls.**

1.      **How to answer the phone:**
  - a.      **Non-Emergency: Albuquerque Police, Operator #, How may I help you?**
  - b.      **Emergency: Albuquerque 911 or Albuquerque Police 911 Operator # Where is Your Emergency. (This mandated by the State of NM)**
2.      **The 6 W’s**
  - a.      **Where?**
    - **Always verify the address where the APD or AFD personnel are needed. Verify the telephone number. (Examples are large business, PBX lines, banks etc. The main office number and location will appear, not always where the police are needed). The caller is not always at the location of the emergency.**
    - **Name of the calling party**
    - **Who is the calling party/how is the calling party involved**
    - **Phone number of calling party**
    - **Address of the calling party’s location (if other than location of emergency).**
  - b.      **When?**
    - **Is this in-progress?**

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- When did the incident occur?
- What is the time delay?

**c. Who?**

- Who is involved?
- How many? (Descriptions of all involved are needed. Obtain the best description possible per SOP).
- Subjects: Name, Sex, Race, Age (top to bottom), Height, Weight, Hair Color, Clothing (outer to inner), any distinguishing marks or tattoos.
- Vehicles: Color, Year, Make, BodyType, Additional (any damage o vehicle, or anything unusual about the vehicle as in fog lights, chain steering wheel, etc.)
- Is the offender violent or known to be violent?

**d. What?**

- What is happening now?
- What did happen?
- Has anyone been drinking or taking drugs?
- Is the person intoxicated?

**e. Why?**

**If not already obvious, why are the Police or Rescue needed?**

- Injuries
  - \* Has anyone been injured?
  - \* Do you need paramedics?
  - \* Obtain the following information if anyone has been injured:
    - \* Male or Female
    - \* Age or approximate age
    - \* If conscious and or breathing (This information is required by AFD.)

**If the situation permits and the caller is the victim or with a victim the operator will stay on the line and transfer the call to the Albuquerque Fire Department for medical advice (Per SOP).**

**f. Weapons?**

- Are there any weapons involved?
- What type of weapons?
- Where is the weapon at this time?

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- **Does the subject have the weapon in his/her possession or access to the weapon?**

**C. PERTINENT INFORMATION**

- 1. Descriptions:**
  - a. Get the best description possible. (Per SOP)**
  - b. Subjects: Sex Race Hair Color Eye Color Height Weight Clothing (outer & inner) and distinguishing marks or tattoos.**
  - c. Vehicles: Color Make Model Year Body Type. Additional (any damage to vehicle or anything unusual about the vehicle as in fog lights chain steering wheel etc.), License Plate, State.**
- 2. Weapons**
  - a. Are there any weapons involved? What type of weapons and where are they at this time? Does the subject have the weapons in his possession or just access to the weapon?**
- 3. Drug/Alcohol**
  - a. Has anyone been drinking or taking drugs? Is the person intoxicated?**
- 4. Has anyone been injured? Do you need the paramedics? Get the information if anyone has been injured: Male/Female, Age, Conscience/Breathing? (This information is required by AFD). If the situation permits and the caller is the victim or with a victim the operator will stay on the line and transfer the call to the Albuquerque Fire Department for medical advice (Per SOP).**

**D. TELEPHONE CONDUCT**

1. Incoming telephone calls are answered promptly to determine if a need for police or other emergency services exist.
2. Use telephone etiquette on every telephone call. The call taker will 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.
3. When answering a 911 line, the operator will advise the calling party they have reached 911 emergency services for the Albuquerque Police and will provide their operator number.
4. The 911 Operator will be responsible for obtaining information necessary to determine if the call is an emergency as soon as possible.
  - a. If the call is an emergency, the operator will obtain the pertinent information for dispatch and create a call for service using the incident initiate form in the CADS System.
  - b. If the call is not an emergency but requires dispatch, the operator will create the incident before the call is disconnected. The operator will also

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- inform the caller that non-emergency requests for service are made through the 242-COPS number.
- c. If the call is not an emergency and other emergency lines are ringing, ask the citizen to call back on the non-emergency line.
  - d. If the call is not of a police nature, the operator will supply the caller with the appropriate agency and telephone number
5. The operator will answer all non-emergency type lines with a greeting supplying the Department's name (**Example: Albuquerque Police Department Operator # How May I Help You**).
  6. The 911 operator is responsible for obtaining information to determine if police dispatch is needed, or if the request can be satisfied over the telephone by referral or information, i.e.: Joy Junction, UNMH, District Court, or the Telephone Reporting Unit.
  7. Using the CADS, 911 operators should keep themselves informed of conditions in the field that may result in the delayed arrival of a field unit and inform the callers of the delay.
  8. The operator should not make any commitments to the citizen. If a commitment is made, add comments to the incident for the dispatcher and the officer who is expected to meet the commitment.
  9. In all cases, the operator will try to satisfy as many requests or inquiries as possible during the original contact. Refer calls only when necessary.

C. TRACING A 911 CALL

1. The Communications supervisor will authorize which incoming 911 calls will be traced.
2. The supervisor will make the request to the security officer of the Telephone Company.
3. If a non-published telephone number is traced through Quest security, a letter will be initiated by Control and sent to Quest security. This letter will give the reason for a request for non-published telephone information.

D. 911 TRAINING

1. The 911 operators will begin their training with a three-week orientation class, which will teach the basic functions of the Division. On occasion, not enough employees start at the same time to hold an orientation class. In such cases, the individual operator will cover the information with a trainer from the training unit within Communications.
2. 911 operators train on each shift with a trainer. The usual training period is three months. The training supervisor has ultimate authority to extend the training period.
3. Training on the procedures to inform victims and witnesses of the agencies response to their need and/or referral to other agencies for assistance.

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**E. TRANSFERING OF CALLS FROM THE COMMUNICATIONS CENTER**

1. When a 911 emergency comes into the center and needs to be transferred to another police agency outside APD jurisdiction.

- Operator will determine jurisdiction from the information given.
- Operator will advise the calling party the he/she will be transferred and not to hang up until contact from the other agency is made
- Operator will then click on the 911 EXFER button where all agencies are listed.
- Operator will highlight the agency needed and will then click the dial button.
- Operator will wait until both parties are communicating.
- Operator will click on the disconnect button to release the call.

2. All calls received in the Communications Center that are non-emergency will require the operator to give the phone number for the agency needed and to ask the calling party to call the agency. This is to ensure that lines are not tied up during a transfer so that all lines are open for emergency use.

3. Remember that the law states a call can only be transferred two (2) times. It is required that the third (3) agency who receives the calling party gather all the pertinent information and relay it to the proper agency. This unless extenuation circumstances occur.

**F. PHONE PRIORITIES**

**The Communications Section receives calls from several sources. Although the majority of the calls are received from the public, we also have ring down lines. The telephone line ringing must be answered in the following order:**

- 1. 911 lines through automated call distribution**
- 2. Calls in queue (911 lines waiting to be answered)**
- 3. Ring down lines (BCSO, State PD, and AFD)**
- 4. Non-Emergency lines (242-COPS)**
- 5. Administrative Lines (ADMIN Lines)**

**G. PRIORITY OF CALLS**

The 911 Operators and/or Dispatchers evaluate the priority of a call as they are received.

1. **PRIORITY 1**

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- a. A priority 1 call is a felony that is in progress (occurring while the caller is on the telephone) or there is an immediate threat to life or property.
  - When a priority 1 call is received, the 911 Operator will keep the caller on the line while obtaining location information, business name, offender information (including intoxication and medications), weapon information, vehicle information, and direction of travel.
- b. The 911 Operator creates a call for service assigning the event type and includes a brief summary about the incident as soon as possible. The operator will continue to gather information about the incident occurring and will add comments to the call using the incident update form (See CADS Operators Manual, Section 5 for Incident Initiate and Incident Updates). The operator will keep the calling party on the line until the officers arrive at the scene.
- c. If the incident requires a police and medical response, the 911 operators will obtain enough information to dispatch police, then transfer the call to the Fire Department while staying on the line. The Fire Dispatcher and the 911 operators will work together to gather information from the caller for both types of responses.
- d. Priority 1 calls can be silent holdup/AWARE alarms, stabbing, shooting, etc.
- e. **If the 911 Operator receives 2<sup>nd</sup> or 3<sup>rd</sup> hand information on any call and the caller states that there is possible violence or subject is known to be violent, then the Operator will upgrade the call to a Priority 1.**

2. **PRIORITY 2**

- a. A priority 2 call is where there is no immediate threat to life or property. Misdemeanor crimes in progress are priority 2 calls.
- b. The 911 operator will obtain information from the caller as described in 4-1-1 and 4-1-2 and will create a call for dispatch. The operator will inform the caller an officer will respond and end the telephone call.

3. **PRIORITY 3**

- a. A priority 3 is any call in which a crime has already occurred with no suspects at or near the scene, routine events, and calls where there is no threat to life or property.
- b. The 911 Operator will obtain information from the caller, create a call for service, and end the telephone call.



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**G. IN-PROGRESS CALLS OUTSIDE JURISDICTION**

1. The 911 Operator will keep the caller on the line when reporting an in-progress call from outside APD jurisdiction.
2. The 911 Operator will attempt to contact the law enforcement agency having Jurisdiction.
3. The 911 Operator will refer the caller to the correct law enforcement agency when the attempted transfer is unsuccessful.
4. When the telephone call is operator assisted (the caller dialed 0), the 911 Operator will advise the telephone company operator to connect the caller to the appropriate law enforcement agency, calls will only be transferred once per State Law.

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**2-01-11      EMERGENCY CALLS**

It is the policy of the Communications Division to provide 24-hour emergency access for emergency calls for service.

**A.      EMERGENCY MEDICAL/FIRE ASSISTANCE CALLS**

1.      The Albuquerque Fire Department operates a centralized emergency medical and fire dispatch service and has the responsibility for control and coordination of emergency medical and fire crews and vehicles.
2.      The following procedures are followed for calls that are received, but are not immediately identifiable as criminal acts such as shooting, stabbing, accidents with injuries, etc.:
3.      The 911 operators will first determine the nature of the emergency when the caller asked for rescue, fire, or ambulance. When fire or medical response alone is necessary, transfer the call to the Fire Department. Once the Fire Department begins conversation with the caller, the 911 operators will disconnect.
4.      Should a hysterical caller give only the address and request medical or fire response and disconnect, the 911 operators will attempt to call back the telephone number. If the call back is unsuccessful, the operator will notify the Fire Department of the call and dispatch officers. The comments will read that the caller hung up and the call is of an unknown nature.

**B.      TRANSFER OF MEDICAL EMERGENCY CALLS**

All calls received by the Communications Center where a caller is a victim or with a victim requiring medical assistance should have the following information obtained before transferring to the Fire Department.

- a.      Location
- b.      Name of Caller
- c.      Phone number that caller can be contacted at
- d.      Apartment name and Apartment number
- e.      Offender information and description
- f.      Weapons
- g.      Vehicle or on foot information
- h.      Direction of travel

Transfer caller to the Fire Department and stay on the line to obtain further information or until officers arrive on scene. While on line, the operator will try not to interrupt the Fire Department while medical questions are being asked.

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C. REQUEST FOR MEDICAL ASSISTANCE FROM AN OFFICER

1. Once police officers have arrived at a scene and it is determined rescue is needed, the radio dispatcher will notify the Fire Department by telephone. The dispatcher will provide the Fire Department with the location and Medical Miranda information.
2. Medical Miranda information contains the following information:
  - a. Patient complaint or injury
  - b. Approximate age
  - c. Conscious
  - d. Breathing

D. INVESTIGATIVE AND EMERGENCY CALL OUTS

1. The Communications Division will notify the appropriate investigative division upon request from a field supervisor.
2. Control keeps two call-out books used for investigative and emergency call outs.
  - It is the responsibility of the investigative department supervisors to provide an updated list of on-call personnel, to include their home telephone numbers and pager numbers.
3. Call-out form, which includes a list of all personnel that need to be notified on specific circumstances, will be maintained at the Control console and completed for call out initiation when necessary. Turn the completed form in to the Communications Captain.

E. REQUESTS FOR MEDICAL ASSISTANCE OUTSIDE JURISDICTION

When a call for Medical Assistance is outside the jurisdiction of Albuquerque, the same procedures apply as stated in the preceding sub-section (2-01-11 B).

F. ON STAR PROCEDURES

1. On Star receiving a signal from a stolen vehicle—Priority 1, Get full description and plate of the vehicle, when and where the vehicle was taken from, and keep On Star on the phone.
2. On Star receiving a deployed air-bag signal and driver is not responding to their questions --- Priority 1---- 44 Unknown.
3. On Star receiving a deployed air-bag signal and driver is responding to their questions. 45 or 44 as indicated by the driver of the vehicle.
4. On Star receiving an alarm from a vehicle with sounds being heard inside the vehicle and no response or code confirmation from the owner, will be a 31 possible 27-5-A in process--- Priority 1.

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5. On Star transferring a citizen's phone call. After gathering information from the caller, a call for service will be made up using the same criteria for any other phone call received. If the call came in 911 and was not a 911 call, create a call for service and inform the caller that in the future the non-emergency line needs to be used.

G. NON-EMERGENCY CALLS

1. It is the policy of the Communications Division to set forth procedures to respond to non-emergency type calls for service.
2. A non-emergency is any type of call that does not require an immediate response by police and there is no immediate threat to life or property. Non-emergencies are also incidents where the crime has already occurred with no suspects at or near the scene.
3. Any call from a citizen from outside the jurisdictional boundaries shall be referred to the appropriate agency.

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## **2-01-12 ASSIGNMENT OF CALLS**

It is the policy of the Communications Division to set forth guidelines directing the appropriate dispatch of police officers.

### **A. CALLS REQUIRING DISPATCH OF FIELD OFFICERS**

Below is a list of calls that require a police officer to take a report:

Homicide	Assault, battery, and physical fight
Suicide	Burglaries
DOA	Grand Larceny
Rape	Petty Larceny (suspect information)
Bomb Calls	Forgery (In-progress)
Felony embezzlements (except autos)	Vehicle Accidents
Robbery (armed or unarmed)	Loud Party or music
Prowler	Disturbances
Suspicious Person or Activity	Alarms
Loitering/Refusing to leave	

Auto Theft (victim request, just occurred, recovered)  
Runaway/Missing (under 12 years of age, mentally ill, elderly or disabled, or possible danger to ones self or others)  
Vandalism (involving major damage or suspect information)  
Neighborhood Dispute (violent or potentially violent)

### **B. ALTERNATE ROUTING OF CALLS**

There are some instances where the calling party requests a report, but a police officer's presence is not required. Refer this type of call to the Telephone Reporting Unit (hours of operation Monday/Friday 0700-1700 closed weekends and holidays) or a substation.

Below is a list of calls referred to the Telephone Reporting Unit or the substations. The following will not take precedence over the desire of the calling party to have a patrol unit dispatched to the scene.

Petty Larceny (no suspect)  
Vandalism (minor damage, no suspect)  
Bill Skips and Forgeries (delayed reports)  
Anonymous, obscene, or threatening telephone calls  
Bad Check (refer to DA's Office)  
Missing Person (over 12, no physical or mental impairment)  
Supplements to an original report (no further investigation)  
Grand Larceny (reporting party is satisfied with a phone report and meets the following criteria: DELAYED, NO SUSPECT, UNDER \$1,000 IN VALUE)  
Simple Assaults

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Offense Reports (For insurance purposes only)  
Accidents (non injury, hit & runs w/ no offender information)  
Auto Burglary (delayed)  
Auto Thefts (delayed)  
Refer the below list of calls to the Telephone Reporting Unit:  
Larcenies (unless a definite suspect is known in a felony case)  
Criminal Damage  
Missing Persons (over 12 years with no physical or mental impairment.  
Runaways (a BOLO will be broadcast by radio dispatchers)  
Simple Assaults and Batteries  
Harassment and threat  
Indecent exposures (without definite suspect information)  
Auto Burglaries (without definite suspect information)  
Burglaries (delayed over 24 hours and/or citizen's request, commercial and residential)  
Auto Thefts (without definite suspect information, delayed)  
Stalking (unless possible danger to victim is known)  
Frauds (without offender information)

C. CALLS ASSIGNED TO A PUBLIC SAFETY AIDE

Dispatch the below lists of calls to Public Safety Aides (PSA).

Stranded Motorists  
Traffic Direction  
Non-Injury traffic accidents (public/private, which include damages requiring a tow).  
Found or recovered items  
Parking enforcement  
Vandalism Reports (minor with no suspect information)  
Accident and crime scene assists  
Victim and witness transportation  
Police Vehicle transport activities  
Pick up and deliver messages.  
Abandoned vehicle on public property  
Stranded Motorists on public way  
Tow in reports and waiting for the wreckers

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**2-01-13      HANDLING OF ALARMS**

It is the policy of the Communications Section to dispatch police assistance for activated alarms.

- A.    **ALARMS** - An alarm is an electronic device used to monitor the security and personal well being of a person or property and monitored by a company. A silent alarm is not audibly detectable, and an audible alarm is usually a siren, bell, or horn. Businesses use hold-up alarms to indicate that a robbery is taking place and they need the police. An AWARE alarm is a device given to Domestic Violence Abuse victims to activate a request for police assistance when a situation occurs with the abuser. Alarms are given only to victims where the situation is of a lethal nature.

B.    **CITY ORDINANCE**

It is the responsibility of the alarm owner to have their alarm monitored by a responsible party. The Communications Division is not responsible for monitoring the activation of commercial or residential alarms.

The Communications Division will not take periodic watches (10-10) on businesses or residences with malfunctioning alarms.

- C.    **VERIFIED ALARMS** - An alarm system activated, received and processed by a central station, or an alarm user, permit holder, or other responsible party is at the scene of the activated alarm and has confirmed that a point of entry exists or has reason to believe that other criminal activity has occurred or is occurring.

- D.    **NON-VERIFIED ALARM** – An alarm system activated but not verified by a central station, alarm user, permit holder or other responsible party as an actual burglary or other criminal activity.

The Albuquerque Police Department will respond to the following alarms as described Below:

Verified or panic alarms/ holdup alarms.

Panic / Hold-up alarm defined as: *Alert/Attack/ Ambush alarms are considered panic alarms.*

A system to be activated by a person to indicate an immediate life-threatening situation is present.

- E.    **AWARE ALARM**

A personal panic alarm issued to victims of domestic violence indicating life-threatening situation is present.

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- F. HOLD-UP ALARMS AND DOMESTIC VIOLENCE PERSONAL PANIC ALARMS. (AWARE) will be prioritized as priority 1 and dispatched on immediately. All hold-up alarms or AWARE alarms called in on 9-1-1 by alarm companies will be accepted and processed.

Per department Special Order 00-69 Procedures for response to alarms. 2-40 Response to hold-ups/Silent/Panic/Audible Alarms.

Audible Alarms 10-52 will be classified as a Priority 3 call.

Silent Alarms 10-53 will be classified as a Priority 1 or 2 calls depending upon the information received from the alarm company.

Information is received that the alarm company has audio surveillance and can hear movement or voices inside the location this information should be added to the comments of the call and indicated as possibly in progress with the priority overridden to priority 1.

- G. ALARM PROTOCOL

Upon receiving a phone call from the Security Company advising proper code was site alarm it can be cancelled except for the following:

Silent & Audible Commercial Hold-Up	-----	Priority 1
Silent & Audible Commercial Panic	-----	Priority 1
Silent & Audible Commercial Duress	-----	Priority 1
Silent & Audible Commercial Ambush	-----	Priority 1
Silent & Audible Commercial Glass Break	-----	Priority 1
Silent & Audible Commercial with sound being heard in the business	-----	Priority 1
Silent Commercial General with indicators advising where the alarm is coming from	-----	Priority 2
Example: From the garage area or inside motion		
Audible Commercial General with indicators advising where the alarm is coming from	-----	Priority 2
Silent Commercial General with no indicators advising where the alarm is from	-----	Priority 2
Audible Commercial General with no indicators advising where the alarm is from	-----	Priority 3
Silent ATM Machine	-----	Priority 2
Audible ATM Machine	-----	Priority 3
Silent & Audible Residential Hold-up (Dispatcher does not have to sound the alert tone)	-----	Priority 1
Silent & Audible Residential Panic	-----	Priority 2
Silent & Audible Residential Duress	-----	Priority 2
Silent & Audible Residential Ambush	-----	Priority 2
Silent & Audible Residential Glass Break	-----	Priority 1



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Silent & Audible Residential with sound being heard inside the residence	----- Priority 1
Silent Residential General with indicators advising where the alarm is coming from	----- Priority 2
Audible Residential General with no Indicators advising where the alarm is coming from	----- Priority 3
Silent & Audible Residential called in by the owner inside residence	----- Priority 1
Business Key FOB (cannot be cancelled by Alarm Company)	----- Priority 1
Residential Key FOB (can be cancelled by Alarm Company)	----- Priority 2
Aware Key FOB (Domestic Alarm) (cannot be cancelled)	----- Priority 1

H. NON-VERIFIED ALARMS- Upon notification of a non-verified alarm, the Police Department will create an “information only” notification to the district police units in the area where the alarm is originating.

Exception – If location of the activated alarm is a firearms dealer or pawnshop, a police unit will be dispatched with normal operating procedures.

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**2-01-14      TELEPHONE TECHNIQUES**

- A.    The operator will speak clearly, and directly into the mouthpiece to insure clarity. A calm, courteous demeanor will enable an operator to control a hysterical caller.
  
- B.    The 911 operators will take control of the conversation in order to obtain the necessary information and will end the call in a courteous and positive manner.
  
- C.    When talking to the public or with other agencies, do not use slang terminology, ten codes, or other technical terms.
  
- D.    When a non-English caller is on the line, the operator will attempt to identify the language and ascertain if there are personnel within Communications or AFD who will be able to communicate with the caller. If personnel cannot be readily located the AT&T Language Line is available.
  
- E.    911 Operators will attempt TTY capabilities on the Vesta System when a 911 call is answered and there is no one on the line and it does not appear that the calling party has hung up (silent call.)
  - 1.    If there is no response from the calling party using the TTY, the operator will attempt to call back the residence utilizing the information received on the E911 System.
  - 2.    If the call back is unsuccessful, the operator will create a call for service using the 10-code 31-1 and indicate in the remarks the call is a 911 hang-up.
  
- F.    MISCELLANEOUS PHONE PROCEDURES
  - 1.    Long distance phone calls
    - a.    Employees must have the approval of the Communications supervisor before placing a long distance telephone call.
    - b.    Log all long distance calls immediately in the long distance telephone log.
    - c.    The log is turned into the Communications manager at the end of each month.
  
  - 2.    Long distance telephone log
    - a.    Fill in the date, time, and the telephone number used to make the telephone call.
    - b.    Fill in the number called including the area code, the place called, and the name of the party called.
    - c.    Log the purpose of the telephone call and the approximate length of the telephone call.
    - d.    Once the log is completed, the employee will give it to the supervisor for their initials.

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3. Calling officers at home
  - a. The Communications supervisor will authorize contacting an off duty officer at home.
  - b. Each employee shall have his/her current address and telephone number on file with the:
    - Personnel Unit
    - Communications Section
  - c. Any change in address or telephone number shall be promptly reported to the above units within 48 hours of the change.

**4. Personnel Information request:**

**When a request for an APD employee's personal information is requested, information will only be released to other APD employees**

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**2-01-15**      **CADS HAZARD FILE**

- A. CADS personnel maintain the CADS premise file. This file denotes a specific hazard at a specific address. These hazards may include but are not limited to: Subjects who have threatened suicide, an inordinate amount of firearms in the residence, prior SWAT call outs, medical information that would assist responding personnel, or mental health problems that may endanger the resident or responding agency.
- B. Hazard information must contain a detailed description of the hazard, a detailed description of any resident or weapon at the address, or any specific information that will assist the responding agency.
- C. A hazard may not contain any medical information that would violate doctor/patient confidentiality.

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**2-01-16      CADS EVENT FORMS (INCIDENT FORM)**

- A.    The CADS Event Form or Incident Form is used to record relevant information for each request for criminal and non-criminal call for service or self initiated activity. The form includes the following:
  - 1.    Control number
  - 2.    Date and time of request
  - 3.    Name, address and telephone number of complainant, if possible
  - 4.    Type of incident reported
  - 5.    Location of incident reported
  - 6.    Identification of officer(s) assigned as primary and backup
  - 7.    Time of dispatch
  - 8.    Time of officer arrival
  - 9.    Time of officer return to service
  - 10.   Disposition or status or reported incident
  
- B.    The CADS Division maintains and archives the CADS events (incident) information for seven (7) years. The information is purged after seven years on a month-by-month basis.
  
- C.    Cads Event (incident) Form

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**2-01-17      FCC COMMUNICATIONS DIVISION REQUIREMENTS**

**A.      FCC RULES AND REGULATIONS**

It is policy for the Communications Division to obey all rules, regulations, directives, or orders that include the rules set forth by the Federal Communications Commission.

**B.      FCC LICENSE REQUIRED**

FCC regulations require a public safety radio station to carry the proper licenses issued by the Federal Communications Commission. The posted license is in the Communications Division and at each base station.

**C.      RADIO LOG**

The FCC requires the dispatcher sign in with their names, along with the periods of duty, at the beginning and at the end of their watch. The Computer Aided Dispatch System automatically record times and dates during the sign on process.

**D.      IMPROPER LANGUAGE**

Title 18, Section 1464, of the United States Code states: "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."

Effective: 05/19/2006; Replaces: 04/03/03

**2-01-18      DISPATCHERS**

**A.      RESPONSIBILITIES OF THE DISPATCHER**

A dispatcher must accept the responsibility to fulfill all requirements of the position. They will be prompt, accurate, courteous, and professional when performing their duties. The dispatcher must:

1.      Ensure that his or her own actions do not endanger the life of the field officer.
2.      The dispatcher must be thoroughly familiar with the geography of the city. This includes the location of streets and approximate addresses, natural or man-made barriers, sector and beat boundaries, city limits, and other factors, which affect the dispatching of police units to any given location.
3.      The dispatcher will remain calm and analytical when confronted with emergencies. They will try to control emotional involvement in such emergencies. They must analyze situations accurately in order to dispatch the proper units voice dispatch per 1 & 2 priority calls.
4.      **When inquiring on the status of an officer the dispatcher will utilize CODE 900 the unit will then respond with their status as ALL SAFE if everything is normal at their call. If the officer does not respond or responds with anything other than "ALL SAFE" the dispatcher will assume that the officer is in duress and dispatch units immediately to the officers last known location. CODE 900/ALL SAFE will be utilized when an officer activates the duress button (10-83) on either the radio or MDT.**

**B.      TRAINING OF THE RADIO DISPATCHER**

1.      A dispatcher will receive six months of training.
  - a.      The dispatcher will attend a three-week orientation class that will cover 10-Code and the basic functions of the position.
  - b.      The dispatcher will train on the job with a 911 Instructor for a maximum of three months.
  - c.      After completion of 911 training, the dispatcher will begin dispatch training with a certified instructor for an additional three months.
2.      The dispatcher will also train in NCIC (National Crime Information Center) and become state certified which is required by the job description. Dispatchers will maintain their certification in NCIC and will renew it every two years.
3.      The dispatcher will attend an eighty-hour course to obtain their State Dispatcher Certification within the first year of employment. State certification for a dispatcher is valid for life.
4.      The training supervisor has ultimate authority to extend any training period.

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Cont'd C. RADIO TECHNIQUES AND REGULATIONS

The Communications Division will operate professionally at all times by following procedures set forth by the Federal Communications Commission and the Albuquerque Police Department Standard Operating Procedures. The dispatcher will also keep accurate account of officers under their responsibility.

**D. Attempt to Locate Dispatching Calls for Service Protocol.**

1. Upon receiving a call that states a weapon was used or seen the operator will create a call for service. Remarks on call will read that caller is requesting contact and at what updated location if different from original call. If the caller refuses contact by an officer then a call will be created to search for the vehicle or offender in the area last seen and added remarks will include negative contact. Operators will create a detailed message via MDT and send out to all officers, dispatchers and the call will be printed. At no time when a weapon is indicated or involved will only an ATL be accepted.

2. When a dispatcher receives this type of call for service it will be a voiced ATL. A message via MDT will be sent out to all other dispatchers to have the incident voice broadcasted to all other area commands. The dispatcher will dispatch two (2) available officers out and notify the sergeant if needed.

3. If an officer is reporting information involving a weapon then the dispatcher will add remarks to create a call. A message via MDT will be sent out to all dispatchers to voice broadcasted over all area commands and call will be printed.

a. Priority 1 Incidents will be simultaneously voiced and digitally dispatched. The alert tone will be used when needed during priority calls.

1) Two units will be dispatched immediately and the field supervisor will be notified. Additional units will be dispatched as needed.

2) If no units are available, the radio operator will advise a field supervisor of the pending call and add remarks of which supervisor was notified.

b. Priority 2 incidents will be voiced and digitally dispatched.

1) Two units will be dispatched within 15 minutes of receiving the event. Additional units will be dispatched as needed.

2) If no units are available and the call has been holding for longer than 15 minutes, the radio operator will advise a field supervisor of the pending call and add remarks of which supervisor was notified.



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**c. Priority 3 Incidents do not to be voiced dispatched unless:**

- 1) Call is in progress, offender information, and subject is on drugs/intoxicated and hazard is listed for the same address. Call must be dispatched within one hour of receiving the event. All other calls/events can be voiced or digitally dispatched.
- 2) If no unit is available and the call has been holding for longer than an hour, the radio operator will advise a field supervisor of the pending call and add remarks of which supervisor was notified. Dispatcher will then attempt to contact the calling party and notify them of the time delay and add remarks to the call/event.

**d. Priority 5 incidents are a Periodic Watch originated as a priority 3 call by the call taker.**

- 1) A Periodic Watch call is created when there is an ongoing situation, a request by a citizen or a request by an officer is made. This event is a call where a request is made to have an officer drive by in between calls or when the officer has a chance to check on a certain address throughout the officers shift.
- 2) The dispatcher will dispatch on the call/event to a beat unit, when beat unit is not logged on a nearby beat unit will be dispatched. The dispatcher will notify the officer or officers the he/she will free the officer from the call/event. This will allow the event to be re-dispatched throughout all shifts. The dispatcher will then free the officer from the call/event, change priority and hold the call as a priority 5 until every beat officer receives the call/event. When the call/event states that the offender is violent, has or is possibly armed with weapons, CAD hits on hazard information and drugs/intoxication is possible the dispatcher will dispatch 2 officers a beat unit and nearby beat unit.

**e. All domestic violence calls/events despite priority will be voiced dispatched, have two officers dispatched out and digitally dispatched.**

**E. INCIDENT DISPATCH PROCEDURE**

**To dispatch the recommended units on a priority 1 or 2 call:**

1. On command line put in EVENT NUMBER then use proper function key.
2. Choose two (2) units that are recommended or chosen by you and enter them into the correct field.
3. Be sure to list the unit that will be the primary in the first field.

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**4. Press proper function key to dispatch call to MDT**

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**Note:**

**To dispatch the recommended unit for a Priority 3 only choose one unit unless it is a Domestic Violence call:**

**Another way to dispatch the first recommended unit showing on the call, press F12. If the F12 key is pressed more than once the next available unit will be dispatched.**

**To dispatch unit from the command line, type EVENT NUMBER, UNIT NUMBER and then F9.**

**To dispatch more than one unit on a call, type EVENT NUMBER, UNIT NUMBER, UNIT NUMBER and F9. Up to five units can be dispatched at one time using a comma. Keep in mind that when a unit is dispatched this way information on who is primary on the call and who is back up or 82 units will not be displayed on and will not be known by officers.**

**Off duty units need to be logged on, in order to be dispatched on a call. When unit number is given to dispatcher with no man number:**

**5. MN.9 then F10 will display screen to retrieve man number:**

- a. **Fill in AP under agency**
- b. **Fill in Unit number under vehicle given**
- c. **Man number should be listed under descriptions**

**6. ON.UNIT NUMBER.MAN NUMBER F10 (will log unit on CAD System)**

**7. EVENT NUMBER.UNIT NUMBER F9 (will log on event)**

- **Only in an emergency should an off duty unit be logged on with an \* (asterisk)**
  - a. **EVENT NUMBER. \* UNIT NUMBER**
  - b. **When time permits unit log on will be corrected to include ID information.**

**F. DISPATCHING ROUTINE CALLS/UNITS**

**All must be voiced for Priority 1 and 2 calls to include Domestic Violence (10-15).**

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1. The Alert Tone & All OPS (make sure that no air is secure before using All OPS) must be used when a Priority 1 Hold up Alarm , 27-8, 27-9, 27-3 are involved.
2. Call Primary Unit, (wait for response), then call 2<sup>nd</sup> or 82 Unit, (wait for response).
3. Voice both Units start to a priority 1 call (only state if a priority call) to Address and Business Name if listed.
4. Voice brief OVER VIEW of call (what's going on, don't read word for word)
5. Give DESCRIPTIONS, DIRECTIONS OF TRAVEL, WEAPONS and if subject is on DRUGS/INTOXICATED.
6. When a hazard is listed use proper function key to display then send a message with information on all listed hazards to all units responding to that specific call. Let units know message is being sent to MDT.
7. Don't forget to keep checking your flags for UPDATED information the officers should be made aware of.

When dispatching on Priority 3 calls, you do not need to voice unless:

- a. OFFENDER information is listed  
(Description and/or directions of travel)
- b. If subject is on DRUG/INTOXICATED
- c. When Hazard is listed
- d. Don't forget to keep checking your flags for UPDATED information the officers should be made aware of.

#### G. DISPATCHING PROIRITY CALLS/UNITS

On all Priority 1's that consist of HOLD UP ALARMS, 27-8 (Shooting), 27-9 (Stabbing) and 27-3's (Robbery) the Alert Tone and All OPS will be activated only if no other air is secure. If an air is secure then only the Alert Tone on that specific air will be used.

1. Used for all Priority 1 calls that consist of Hold up Alarms, Shootings, Stabbings, and Robberies (including to individual).
2. Dispatcher will ensure (with all other dispatchers) that no radio air is secure before his/her uses ALL OPS. If a radio air is secure then only the Alert Tone on his/her specific radio air will be used.
3. Hold down the Alert Tone for approximately 2 seconds to Clear (10-3) radio dispatch channel.
4. Voice call on ALL OPS by holding down the button while talking. This is done to transmit over all airs—Voice that it is an ALL OPS transmission for the air you are working, the type of call, address of call and/or business name if given—Example: This is a Westside ALL OPS transmission, 27-3 to the Chevron at 9400 Coors NW—un key from ALL OPS.

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5      **While on your own air call your Primary Unit (wait until unit responds) then call Backup unit (wait until unit responds) and give the same or any updated information if necessary.**

6.      **Advise Primary Unit's Sergeant of the call**

7.      **When a hazard is listed on a call:**

- a.      **Dispatcher will prompt the proper function key to display menu.**
- b.      **Dispatcher will display hazard information and send a message via MDT to all units responding with information of all listed hazards.**

8.      **REMEMBER TO CHECK YOUR FLAGS**

**and advise your units of any updated information or descriptions.**

#### **H. COMMUNICATIONS SUPERVISOR RESPONSIBILITY**

1.      **All priority calls will be written down on the Daily Log Sheet.**
2.      **If requested by a field supervisor to make an incident a call out, the Communications Supervisor will then begin call out procedures listed at the supervisor's desk (Radio Control).**
3.      **In the event of a robbery the above procedures will be taken to include notifying FBI.**

#### **I. PRIORITIES FOR COMMUNICATIONS SUPERVISOR**

1.      **1<sup>st</sup> Priority- on going critical incident/situations in Communications**
2.      **2<sup>nd</sup> Priority ETS/RATT**
3.      **3<sup>rd</sup> Priority Bait/Drop car**

#### **J. DISPATCH PREPARATION**

**When getting ready to dispatch on a call, you have to pull up the event to put it in pending and to read the call.**

1.      **Use the number event and F9 to pull up the event.**
2.      **Hit ALTs (S goes to status field), type a P (pending) in the box given (puts call into pending will let control know the dispatcher has read or is reading the call)**
3.      **Go down the page and read the call.**
4.      **Find the pertinent information needed such as OFFENDER INFORMATION, DESCRIPTIONS, HAZARDS, WEAPONS, AND OR DRUGS/INTOXICATION.**

**Deciding on which officers to send is the next step. Sending the beat unit or the closet geographical unit to the call.**

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1. A Beat Unit should be primary on a call when he/she is available.
2. Look for the unit that is closet to the call and start him as 82 or back up.
3. Put both units (Primary first) in the field given to be dispatched.
4. Call for Primary Unit (wait for response) than call for 82 or Back Up Unit (wait for response)
5. Voice call and give essential information.
6. Remember to keep checking flags.

Dispatching off the Command Line is another option. The dispatcher will be able to do this by Unit Number or Event Number. If more than one Unit is en route to call, add commas for up to 5 units.

#### BY UNIT NUMBER

Type in Unit Number of a Unit already on the call and Unit Number of the other Unit or Units en route and then F9

Example: I 221. I226 F9 or I 221. I226, I224, I235 F9

#### BY EVENT NUMBER

Type in Event Number and Unit Call Sign that is en route and then F9

Example: I234 H 335 F9 or #2I34. H 235, H 241, H242 F9

### K. 10-83 CALL OUTS

A Unit has a 10-83 key in his unit and on his hand held radio to press in case of an emergency. When a 10-83 is pressed in the unit's vehicle a large red box appears on the Status Monitor of the Dispatchers console. If a 10-83 key is pressed on the unit's hand held radio the 800 Mega Hertz monitor will light up in red. If this should happen the dispatcher will check on the officer over the radio.

1. To clear the emergency box from status monitor;
  - a. Hit the OK key and the unit will be put back into a clear status.
  - b. Type in IM.Unit Number F10
2. To clear the emergency box from the 800 MHz Monitor.
  - a. From the Main Dispatch Menu, choose the EMER MENU button.
  - b. Click on the module with the emergency.
  - c. Choose the ALARM RESET button to silence the console alarm.
  - d. Choose EMER CLEAR button to clear the Emergency from ALL consoles.

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3. **When an Emergency has been declared on a module that has been muted, it becomes audible. The dispatcher will have to mute the module again.**
4. **If a unit hits the 10-83 key and needs assistance.**
  - a. **Dispatcher will 10-3 the air and start additional units for Back Up or 82.**
  - b. **Dispatcher will do his/her best to determine what is occurring, giving out description and directions of travel and any offender information.**
  - c. **Dispatcher will then advise the Sergeant of the situation.**
  - d. **Dispatcher will call over the radio air for Air Support and send a message to all other dispatchers to check their radio air for Air Support and have them switch over for assistance.**

**L. CALL OUT PROCEDURE FOR OFFICER INVOLVED ACCIDENTS**

**Multi-Jurisdictional Response is required for Officer involved “serious injury or fatal” traffic accidents. Along with calling out the on call A.P.D. traffic unit, both B.C.S.O. and State PD also need to be notified to respond. The rosters are in the call out book. The officers may be contacted through their respective Communications unit.**

**M. NOTIFICATION OF DUTY CHIEF**

- **Officer involved in an accident with injuries.**
- **Officer being arrested.**
- **Officer being injured.**
- **Officer involved shooting.**

Effective: 05/19/2006; Replaces: 04/03/03

**2-01-19      DISPATCHING - CADS SYSTEM**

**A.      USE OF THE COMPUTER AIDED DISPATCH SYSTEM**

1.      The radio dispatcher shall digitally dispatch a unit to a call for service using the CADS.
2.      If a unit is not equipped with a Mobile Digital Terminal (MDT), the dispatcher will voice all calls for service to the unit and perform their status changes.
3.      All units equipped with a Mobile Digital Terminal will update their own status, such as, logging en-route and arrive or logging out of service. Only on occasions when a unit is voice dispatched due to dispatching guidelines will a dispatcher perform status changes.

**B.      FIELD INITIATED UNITS**

1.      Field-initiated incidents are recorded by using on site procedures outlined in the CADS manual. The incident can be entered by the dispatcher or by the field unit that is equipped with a MDT.
2.      All field-initiated calls will be recorded digitally by entering it into the CADS and not on scratch paper.

**C.      SIGN ON AND OFF**

1.      In order for accurate records to be maintained each radio dispatcher, upon taking over a dispatch console, shall sign on using the sign on procedures outlined in the CADS manual.
2.      Each dispatcher will sign on over the operator they are relieving in order to avoid the loss of control of units during the switch.

**D.      RADIO DISCIPLINE**

1.      Courtesy is expressed in the tone of voice and in the manner of presentation than by words.
2.      The following will eliminate all unnecessary talking:
  - a.      Be impersonal by not using the words, "thank you", or "please" on the air.
  - b.      Avoid familiarity; always use the unit call numbers. Do not use titles and names unless necessary.
  - c.      All transmissions shall be as short and relevant as possible. If lengthy transmissions are necessary, such as necessary broadcasts of missing children or wanted persons, the transmission will be broken into short segments, so that an officer with emergency traffic can get on the air.

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E. ACCURACY

Do not acknowledge a transmission unless it is completely understood. If the transmission is doubtful, have the transmission repeated.

F. BREACHES OF DISCIPLINE

1. Any breach of radio protocol by the dispatcher may result in disciplinary action. If the breach is grossly negligent of policy and procedure, the Communications supervisor may immediately relieve the dispatcher from duty with disciplinary action as further recourse.
2. The dispatcher will notify the supervisor immediately when a field unit has breached radio discipline, such as mike clicking, whistles, kisses, etc. The supervisor will notify the area commander, either directly or by letter through the chain of command, when deemed necessary.

G. DELINEATION OF AUTHORITY

1. It is the policy of the Communications Division to establish guidelines for professional dispatching of police officers by following a delineation of authority.
2. The Communication Division cannot exercise authority over field units except in the use of radio channels, observance of radio discipline, and proper radio procedures.
3. The Communications Division does exercise a de facto authority over field service units in certain limited areas:
  - a. Communications has the responsibility and authority to screen, evaluate, and dispatch calls for service. A dispatch is an official order to the police officer.
  - b. Communications has the authority to clear officers for meals and coffee breaks.
  - c. The dispatcher has the authority to clear officers for refueling and minor automotive repairs.
4. The Field supervisor may countermand the dispatch of an officer, the clearance or denial for meal and coffee breaks, repairs, refueling, the changing of vehicles, and other assignments of officers under his/her command.
5. Once Communications has properly dispatched a call for service, it has discharged its responsibility and authority relative to the call.



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## 2-01-20      SHIFT CHANGE PROCEDURES

It is the policy of the Communications Section to have guidelines set forth for the procedures of shift change.

### A.      DELAY IN DISPATCH DUE TO WATCH CHANGE

1.      In-Progress and emergency calls shall be dispatched immediately, regardless of the pending shift change.
2.      Field supervisor have the authority to delay dispatch of a call for service with the exception of a crime that has just occurred, an in-progress, or involves an immediate threat to life or property.
3.      Any call the field supervisor approves to be held will have comments added to the incident justifying the delay in dispatch.

### B.      SHIFT CHANGE INITIATION

1.      The Field supervisor will authorize the dispatcher to advise units when they are allowed to go off duty. Officers will individually log themselves off using their Mobile Digital Terminals.
2.      The field officers starting their shift will immediately log on to the Mobile Digital Terminal upon conclusion of briefing.
3.      Dispatchers are only required to log on officers that do not have a Mobile Digital Terminal (Section 6.9 of the CADS Manual).

### C.      MINIMUM RESERVE LEVELS

1.      As a general guide, dispatchers should attempt to keep in-service at least two units in each area command. Dispatch the units when all other units are busy or unable to respond to priority 1 calls.
2.      Specialized units (METRO, DWI, ETC.), although are available for dispatch, cannot be used to maintain the minimum reserve level. Dispatch special units for calls not requiring a report. Also, dispatch specialized units as back up.
3.      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 units in-service.
4.      Coffee breaks, meal breaks, routine vehicle maintenance, etc. may be denied if the minimum reserve level cannot otherwise be maintained.
5.      In the event that priority one and two calls reach a critical level, dispatchers will activate, in order listed below, units on special assignments.
  - a.      Reassignment of patrol units responding to priority 3 calls.
  - b.      Dispatch units from adjacent sectors within the area command.

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6. When it is necessary to dispatch additional units to priority one calls, dispatchers will be allowed to cross-dispatch from an adjoining area command with the affected area supervisor's approval.

D. ADVISING OF RADIO STATUS

1. It is policy for field officers to have access to communications via radio transmissions and the Computer Aided Dispatch System. An officer's on duty status will be current at all times.
2. Officers that are logged "in-service" shall be held strictly accountable for the prompt answering of their radio when called by the radio dispatcher
3. Units equipped with Mobile Digital Terminals (MDT's) will be required to make their own status changes via their MDT.
4. If a digitally dispatched officer does not acknowledge by pressing the en-route key, the dispatcher will attempt to contact the officer one time by voice transmission. If that is unsuccessful, another unit will be dispatched to the call for service and the unit's supervisor immediately notified.

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## 2-01-21      USE OF THE EMERGENCY ALARM

It is policy for the Communications Division to use the emergency alarm (or alert tone) in certain situations. It prohibits transmissions of officers not involved in the incident.

A.      Priority 1 Calls: the following is a **mandatory** procedure for ALL OPS

- Hold-up Alarms
- Robberies in progress/just occurred
- Shootings
- Stabbings
- Residential Burglaries in progress

1.    When receiving a priority 1 dispatch the DP will switch to the all ops! Call group. They will then call out all to the DP's that they are "all calling"
2.    The DP will then utilize the pulse tone and then dispatch the priority call, i.e. "27-3" in progress 4320 Coal S.E. Chevron Ready-mart (The dispatch will not override any in progress transmission on other groups).
3.    The DP will then switch back to the normal dispatch group.

The OPS! Group may all be utilized to call citywide units, i.e. Air Support, K-9, and SWAT. The DP will announce, "all call" to the other DP's, and call the unit needed, i.e." Air 1 switch to NE for a call". Nothing in this order will preclude radio control in utilizing the all ops! Group for other purposes.

B.      The dispatcher uses the alert tone to advise the field about a broadcast of a major crime or other important information is forthcoming. The emergency alarm is used to cease (10-3) transmissions.

C.      The procedure follows this order:

1.      Activate or press the alert tone for three seconds.
2.      Announce the reason for the alarm.
3.      Broadcast the location
4.      Dispatch units and notify Sergeant, if necessary.
5.      Broadcast any additional information, as it becomes available.

D.      The emergency alarm can be used in the following instances:

1.      Officer in Trouble
2.      Pursuits, when deemed necessary
3.      Any major felony crimes in-progress
4.      Other serious offenses or situations when all units must be alerted and given information immediately.

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5. All priority 1 calls for service.

## 2-01-22 DISPATCHING PROCEDURES

- A. Proper dispatching techniques will enable the dispatcher to convey all necessary information about a call to the field officer with minimum use of airtime. The elimination of excess language is essential to efficient utilization of the limited dispatch frequencies

1. To dispatch two or more units, the transmission would be as follows:

**DISPATCHER:** APD to B224  
**UNIT:** B224, 4<sup>TH</sup>, and Central  
**DISPATCHER:** APD to B225  
**UNIT:** B225, 4<sup>TH</sup> and Lomas  
**DISPATCHER:** B224 and B225, 10-15, 500 Gold SW, Husband and wife dispute. Male possibly armed with a bat. Subject in the street.  
**UNIT:** B224 is 10-4  
**UNIT:** B225 is 10-4

2. When a unit transmits to the dispatcher, he/she will give their unit call sign and then wait for an acknowledgement. The dispatcher will acknowledge by repeating the unit number. The unit will proceed with their transmission once they receive acknowledgement.
3. The dispatcher shall always acknowledge a unit by stating "10-4" and the unit call sign. If the message is not clear, the dispatcher will ask for clarification. The dispatcher will not acknowledge a transmission without understanding it.

### B. DIGITALLY DISPATCHING

1. The dispatcher has the option of using the recommended units by the CADS or overriding the system and dispatching any unit.
6. For further instructions on Digital Dispatch, refer to the CADS Operators Manual, Sections 6.1 through 6.3.
- 7.

### C. RELAYING A TRANSMISSION

When it is necessary for a radio dispatcher to relay a message or transmission for a field unit, transmit the message exactly as received.

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**2-01-23      DISPATCH OF CALLS**

It is policy for the Albuquerque Police Department to dispatch calls for service.

**A.      DISPATCHING BY PRIORITY**

1.      Priority 1 incidents will be simultaneously voiced, digitally dispatched and the alert tone used.
  - a.      The recommended units will be dispatched immediately (See CADS Manual Section 6) and the Field supervisor will be notified. Dispatch additional units as needed.
  - b.      If no units are available, the radio operator will advise a Field supervisor of the pending call.
  
2.      Priority 2 incidents will be voice and digitally dispatched. The dispatcher may use desecration on voicing all priority 2 calls.
  - a.      Dispatch the recommended units to the call for service. Dispatch additional units as needed.
  - b.      If no units are available and the call has been holding for 30 minutes, notify a Field supervisor. If the call holds for an hour or more, the dispatcher will notify the caller of the delay in dispatch and add comments to the incident.
  
3.      Dispatch priority 3 incidents digitally.

Priority 3 calls will be digitally dispatched. If the call has been holding over an hour, the calling party will be notified on delay (if possible), the sector Sergeant will be advised, and comments added to the call.

**B.      DISPATCHING BY MOBILE DIGITAL TERMINALS**

1.      Police units equipped with a MDT, when voice dispatched to an incident, will be required to acknowledge by voice and then update their status digitally until the incident is closed.
2.      If an officer is sent a dispatch digitally and does not acknowledge by pressing the en-route key within 2 minutes, the dispatcher will attempt to contact the officer one time via radio transmission. If that is unsuccessful, another officer will be assign the incident and the missing officer's supervisor notified.

**C.      DISPATCHING IN PROGRESS CALLS**

It is policy for the Albuquerque Police Department to dispatch in-progress calls for service following the guidelines set forth below. These procedures are guidelines only; it is expected that deviation for a good cause will occur.

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D. DISPATCH OF PRIMARY UNITS

1. If the time lapse is five minutes or less, use the emergency alarm.
2. The dispatcher shall broadcast the type of call first, then the name of the business, the address, and any suspect information.
3. Dispatch the recommended units while broadcasting the call and notify the Field supervisor.

E. DISPATCH OF COVER UNITS

1. Dispatch the recommended units to cover or assist the original officer, following the cover schedule guidelines set forth in the next section.
2. Dispatch additional units upon the request of the officers on scene, or by the Field supervisor.

F. AIR TO REMAIN 10-3

A cleared frequency, by emergency alarm or voice, will remain so either until the officers or a Field supervisor advised otherwise.

G. RE-BROADCAST OF INFORMATION

1. Suspect information shall be re-broadcast on the originating frequency and all other affected dispatch channels currently in operation.

H. IN-PROGRESS CALLS INITIATED BY A FIELD UNIT

1. Immediately clear the air of all transmissions when a field unit advises of an in progress crimes he/she has witnessed while on patrol.
2. The incident shall be re-broadcast including the location, all available information pertaining to the call, and the call sign of the unit arrived at the scene.
3. Dispatch available units and notify a Field supervisor.

I. DISPATCHING COVER SCHEDULE

It is policy for the Communications Division to set forth guidelines for dispatching a specific number of officers to incidents.

1. A dispatch to a call for service is an official order. Any questions, in reference to the incident, are subject to review. The review will occur only after the incident has reached a conclusion.

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2. If an officer calls out with an in-progress offense or a situation, which normally requires back up assistance, the dispatcher will automatically dispatch cover. The officer may decline the back up assistance; place the unit back in service (Code 4).
3. The dispatcher shall not interfere or advise on the response of field units unless requested by the sector sergeant
4. Guides for dispatching cover units or units to assist on a call for service have been provided. The Cover Schedule indicates the number of officers dispatched on a specific type of call. Good judgment will frequently dictate deviation from this guide.

J. COVER SCHEDULE

- |         |  |
|---------|--|
| 10-10   | One officer to non-violent, routine calls<br>Two officers if possible threat to officer safety.  |
| 10-11   | One officer (when requested by Animal Control)   |
| 10-14   | One officer when approved by Sergeant  |
| 10-15   | Two officers on all situations. Sergeant notified on violent or weapons involved.  |
| 10-16   | One officer if non-violent<br>Two officers if violent  |
| 10-17   | One officer or one PSA   |
| 10-18   | One officer for routine calls<br>Two officers if disorderly or violent   |
| 10-23   | One officer if the call is delayed<br>Two officers if the offense is presently occurring or has just occurred, notify the sergeant.  |
| 10-24   | One officer or PSA   |
| 10-25   | One officer or PSA   |
| 10-27-1 | A call for service should not be coded as a homicide; it will be determined by the Field Investigator or Sergeant at the scene. Other specialized units to respond are Criminalistics, Medical Examiner, and Violent Crimes. |
| 27-2    | One officer and the sergeant notified on delayed calls.<br>Two officers and the sergeant notified if in-progress or just occurred.   |

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- |         |   |
|---------|---|
| 27-3    | one officer and Sergeant notified if delayed.<br>Two officers and sergeant notified if in-progress or just occurred.  |
| 27-4    | One officer if delayed and Sergeant notified of injuries<br>Two officers if in-progress or just occurred and sergeant notified of the injuries.                 |
| 27-5    | One officer if delayed<br>Two officers and Sergeant notified on all in-progress burglaries.<br>Dispatch K9 at the request of the sergeant.                      |
| 27-6    | One officer if delayed<br>Two officers and a Field Supervisor notified if just occurred or in-progress  |
| 27-7    | One officer if delayed<br>Two officers and the sergeant notified if just occurred or in-progress  |
| 27-8    | One officer and sergeant notified if delayed or report is received from the hospital<br>Two officers and sergeant notified if just occurred or in progress.     |
| 27-9    | One officer and a sergeant notified if delayed or report is received from the hospital<br>Two officers and a sergeant notified if just occurred or in progress. |
| 27-10   | One officer if offender is not at the location<br>Two officers and sergeant notified if offender is at the scene  |
| 10-28   | One officer or a PSA<br>Two officers and sergeant notified if small child   |
| 10-29   | Two officers if misdemeanor offense<br>Two officers and sergeant if felony offense  |
| 10-30   | Two officers  |
| 10-31-1 | Two officers  |
| 10-31   | Two officers; sergeant notified only if weapons are involved  |
| 10-32   | Two officers, sergeant notified if weapons involved   |
| 10-35   | Two officers  |



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10-37	One officer Two officers if offender is violent, disorderly, etc.
10-38	One officer or PSA (If officer is required) Two officers if offenders are still at the scene
10-39	Two officers
39-1	One officer
39-2	Two officers
10-40	Two officers and sergeant notified only if violent
10-41	Two officers and sergeant notified only if violent
10-43	Two officers only upon the request of AFD and Sergeant notified
43-1	Two officers and sergeant notified
10-44	One officer or PSA. Dispatch a unit or PSA equipped with emergency lights to assist when a motor unit is on the freeway or busy thoroughfare.
10-45	Two officers and a sergeant is notified. The same rules apply for the motor units as stated in 10-44.
10-47	One officer if the caller is following the vehicle demanding an officer. Otherwise, an attempt to locate is broadcast and no officers are sent.
10-51	One officer, PSA, or Chaplain for death notifications or when deemed necessary
10-52	Two officers
10-53	Two officers and sergeant notified for hold up alarms Two officers on residential and commercial alarms
10-57	Two Officers
10-58	One officer and sergeant notified
10-59	Two officers and sergeant notified
10-64	One field investigator or field evidence technician

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- 10-65 Two officers and sergeant notified
- 10-69 Two officers and sergeant notified
- 10-70 Two officers and sergeant notified
- 10-74 tactical assignment determined by the Sector Sergeant
- 10-76 SWAT Team call out
- 10-80 Two officers and sergeant notified
- 10-81 Follow guidelines in the Departmental SOP or by a Field Supervisor
- 10-82 One officer or as many as the officer requests
- 10-83 Two officers and the officers sergeant notified
- 10-99 Follow guidelines set forth in the Departmental SOP

**K. FIELD INITIATED INCIDENTS**

Albuquerque Police Department officers initiating an incident will notify Communications. Due to the rapid events occurring while on a field initiated incident, officers are encouraged to only use digital communications under the routine and controlled circumstances.

**L. USING RADIO TRANSMISSIONS**

1. When calling out with a vehicle stop, an officer will give the information in the correct order set forth in the Field Services SOP which is as follows:
  - a. Unit Call Sign
  - b. Incident Type (10-54 or 10-31)
  - c. Exact location
  - d. Vehicle license number and state
  - e. Any request for additional units
2. In the event an officer calls out with a vehicle stop advising it is suspicious; he/she will include a description of the vehicle. The dispatcher shall ask for the information if the officer does not provide it. Dispatch a cover unit to any suspicious field initiated incident.
  - a. Unit Call Sign
  - b. Incident type
  - c. Exact location
  - d. Vehicle license number, state, color, year, make, model, and number of occupants.

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**2-01-24      PURSUIT PROCEDURES**

A.      A pursuit is an attempt by law enforcement officers to overtake suspects either on foot or in another vehicle and the suspect(s) are attempting to elude the officer.

**B.      DISPATCHER DUTIES AND RESPONSIBILITIES**

**10-3 the air, do not use the alert tone.**

**Obtain reason for pursuit, speed, direction of travel, weather conditions and vehicle description, and any public safety concerns noted by unit.**

**Assign cover units, if available have a relief dispatcher act as a back up to assist the primary dispatcher.**

**Notify the field supervisor and control.**

**The dispatcher will repeat location and direction of travel in order to assist units, unless air support is following.**

**Check for the availability of Air Support (if Air Support is not on duty, the field supervisor will decide if Air Support needs to be called out).**

**If one is available request a unit with a spike belt and start the unit to the area of pursuit. Advise all units to use 48 and give location as to where the spike belt will be set up.**

**If the pursuit is traveling to a different area command or outside jurisdiction, notify the concerned area supervisor or the outside agency.**

**If a license plate was not provided at the time the pursuit was initiated and was later provided. Procedure is to use PN to run the 26 so it will be available.**

**If chase is from an outside agency, before dispatching units dispatcher will advise Sergeant of pursuit details. Sergeant will advise if A.P.D. will assist and to what degree.**

**If the Sergeant or Lieutenant advises discontinue pursuit, advise all units to Code 4 per Sergeant. Call originating unit and cover unit to verify they know to discontinue pursuit.**

**C.      DUTIES OF A BACK UP DISPATCHER**

**Run a 26 on the license plate of the vehicle being pursued.**

**Check to see if Air Support is available.**

**If the pursuit is headed to a different area command or outside APD jurisdiction advise the dispatcher or agency.**

**Handle all requests that are made by the primary dispatcher.**

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**D. 911 OPERATORS DUTIES AND RESPONSIBILITIES**

**If a call is received from an outside agency requesting BACK UP UNITS or 82 UNITS;**

**Create a call including agency involved, description of vehicle and direction of travel and the reason for the pursuit.**

**Obtain information on the vehicle being pursued, e.g. Color, year make and model, license plate and any other identifiers, tinted windows, 2 or 4 door and or any dents or scratches, and occupant information.**

**Keep caller on the line until officers arrive on scene.**

**Continue adding updated locations to the call and try to voice it to the dispatcher (the dispatcher may be too busy to pull up the added remarks).**

**Use PN to run 26 if it is available and add the information received to the call.**

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**2-01-25      TIME AND SERVICE CHECK**

A Time and Service Check is used when there are several units on a high priority call and several units are injured or not accounted for and/or when a unit hits an 83 key and has not been heard from or located.

When a Sergeant requests a Time and Service Check:

1.     **Hit Alert Tone**
2.     **Advise over the air that this is a “This is a Time and Service Check all units answer with status and location.”**
3.     **Call every unit on your monitor (one at a time), when the unit responds they will respond 10-8 and their locations or type of call they are on and location.**
4.     **Remember to account for FI’s, WID Units and Specialized Units that have been on your air.**

**Example:**

**Dispatcher- (Hit Alert Tone) “This is a Time and Service Check, PD to I 335”**

**I 335 Responds- “I 335 on a 31 at Alcazar /Zuni”**

**Dispatcher- “PD to I 337”**

**I 337 Responds- I 337 10-8 at Central/Texas”**

**If a unit does not respond when called, call the unit again, if no response, continue on to the next unit. Keep a list of unit/units that have not responded. Advise the Sergeant of the unit/units not responding and start units to check his/her last location known and possible “hang outs”.**

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**2-01-26      DATA ROOM FUNCTIONS**

It is the policy of the data room to be staffed twenty-four hours a day, seven days a week by terminal operators who operate a radio link to field units and telecommunications system.

**A.      SERVICES PROVIDED BY DATA ROOM**

The data room provides the following services through a telecommunications system:

1.      NCIC (National Crime Info Center) Inquiries
2.      WITS (Local Warrants)
3.      LETS (Law Enforcement Teletype System)
4.      Boot Verifications Oriented Network) Inquiries
5.      Operation ID Inquiries
6.      MVD (Motor Vehicle Department) Inquiries
7.      Private Property Tow Logs
8.      Restraining Order Verification

**B.      DATA CHANNEL**

A radio channel is utilized by Communications to relieve dispatch channels of lengthy transmissions concerning checks on persons, property, and vehicles.

**C.      PERSONNEL AUTHORIZED TO OBTAIN DATA**

Only personnel from within the Criminal Justice Systems are authorized to obtain information from the data room. Personnel shall not give information to private citizens and firms from these files. Citizens shall not be given the NCIC telephone number or be transferred to NCIC for checks.

**D.      LONG DISTANCE TELEPHONE LOG**

A long distance telephone log shall be maintained in the data room. The person making the call shall log each long distance telephone call. A new sheet is started at the first of each month. The log will be forwarded to the Administrative Aide at the end of each month.

**E.      NCIC AND ACTION DATA LOG TO BE MAINTAINED**

Every inquiry shall be logged on the NCIC and WITS DATA LOG form, PD-43L5.

**F.      NCIC OUTSIDE HIT FORM**

Every NCIC hit shall be logged on the NCIC OUTSIDE HIT form, PD-43L0.

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G. NMCIC OUTSIDE HIT FORM

Every outside NMCIC outside hit shall be logged on the NMCIC OUTSIDE HIT form.

H. PROCEDURES FOR NCIC AND NMCIC DEFINED

The National Crime Information Center (NCIC) is a computerized information system for the handling and exchange of documented police information. The Federal Bureau of Investigation (FBI) in Washington, D.C. manages it.

I. NCIC OPERATING MANUAL

The NCIC operating manual is a comprehensive document that definitively sets forth the proper procedure to be followed by all personnel using the system. The manual is divided into two parts:

Part 1 is the System Description and Procedures and Part 2 is the codes. A separate volume lists Agency Identifiers.

J. NCIC FILES

There are seventeen files in NCIC; vehicle, license plate, gun, article, wanted person, securities, boats, Canadian Warrants, Interstate Identification Index (Triple I), Missing Person, U.S. Secret Service, foreign fugitives, violent felons, gang file, deported felons, ORI and protective order file.

K. INQUIRIES ON NCIC

All initial inquiries will be QED Inquiries.

L. PROCEDURES ON OUTSIDE NCIC AND NMCIC HITS

1. When an NCIC or NMCIC hit is obtained on other than APD inquires; the unit will be advised of a POSSIBLE hit and to stand by for verification. Any additional information affecting the officer's safety or the safeguarding of the evidence will also be transmitted. When appropriate, the proper dispatcher will also be notified so that a cover unit can be dispatched to assist.

2. Confirmation of Entry

a. The ORI will be contacted immediately by Teletype and then by telephone to confirm or verify the status of the entry. In the case of a Wanted Person, it shall also be determined, if possible, whether or not the ORI will extradite.

b. If the entry is verified, the inquiring unit will be immediately notified.

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- c. If the ORI is unable to confirm or verify the entry due to lack of access to the proper records, the inquiring unit will be told of that. Generally, a lack of such verification should not effect a decision as to the proper course of action concerning an NCIC hit; an arrest will be made or the property seized based on the NCIC or NMCIC hit alone.
- d. If the ORI states that the entry is no longer valid due to cancellation, recovery, etc., the inquiring unit will be advised that he/she does not have a hit and an explanation provided.

3. Q'ing and Locating an Entry

Whenever a person is taken into custody or property seized based upon a NCIC or NMCIC hit, the inquiry will be Q'ed in and located.

4. NCIC and NMCIC Hit Log

All outside NCIC and NMCIC, hits shall be logged.

5. NCIC and NMCIC Hit Readout File

A readout file of outside NCIC and NMCIC hits shall be maintained. A copy of the readout obtained using the NLETS computer shall be filed in chronological order. The inquiring unit's name, date and they time, shall be entered on the readout.

6. Readouts Provided to Inquiring Unit

The inquiring unit shall be provided with readout of the hit for attachment to the original offense report. In the case of an arrest, an additional readout will be provided to the officer to attach to the booking slip.

7. NLETS MESSAGES

The inquiring unit is responsible for drafting a NLETS message to be sent to the ORI informing then of our action concerning their entry, except in the case of a hit on a Wanted Person.

a. Wanted Persons

- In the case of a Wanted Person, the Communications Supervisor shall cause a NLETS message to be sent to the ORI. The inquiring unit shall not do so.
- This message shall request that the ORI send a return NLETS message to DA extradition's confirming the arrest warrant is Outstanding and that extradition are authorized.



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- A copy of this message shall be attached to readout of the hit and placed in the Fugitive detail basket.
- b. Vehicles
- A NLETS Teletype will be sent to the ORI requesting confirmation of the hit. Our return message must state the condition of the vehicle, whether or not it is drivable, and where it is stored. If an arrest was made that information should also be included. When an arrest is made in reference to a stolen vehicle, a telephone call is normally made in case the vehicle is no longer stolen (failure to cancel).
- c. Other Property
- This message shall request that the ORI send a returns NLETS message confirming that the property is stolen. If an arrest is made, that information shall also be included.
8. Procedures -APD Entry Hit By Outside Agency
- All inquires from outside agencies attempting to verify APD entries into NCIC shall be referred either to the Records Unit/Report Review or Warrants section, or to contact the proper section during working hours.
9. Telephone Inquires on Wanted Persons
- Any inquiry on a wanted person should be directed to BCSO warrants section.
10. Telephone Inquires-Stolen Vehicle/Property
- Refer calling party to Records/Report Review.
11. Procedures-APD Hit by APD UNIT
- a. When a NCIC hit is obtained on an APD entry for a Wanted Person by an APD unit, the inquiring unit shall be advised of a possible hit and to stand by for confirmation.
- b. Any additional information affecting the officer's safety shall be transmitted.
- c. Where appropriate, the proper dispatcher will be notified so that a cover unit can be dispatched to assist.
- Confirmation of Entry
  - Warrants will be contacted to verify that the warrant is still outstanding.
  - The inquiring officer shall immediately be notified when the entry is

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12. The unit will advise when he/she has arrived at booking; Warrants will fax the warrant to BCDC or to the Juvenile Justice Center. If the entry is for a juvenile traffic warrant, it must be taken before a judge between 8:00-4:00, Warrants will deliver a copy of the warrant to the ramp.
  13. If Warrants is unable to locate the warrant or advises that the entry is no longer valid, the inquiring unit shall be advised he does not have a hit and circumstances explained.
- M. Stolen Vehicles - The inquiring unit shall be advised that he has a hit. The condition of the vehicle shall be ascertained, whether or not it is drivable and it is location.
1. Owner Contacted:  
The owner of the vehicle will then be contacted by telephone to determine whether they will pick up the vehicle or have it towed.  
The inquiring unit shall be informed of the owner's decision.
  2. Wrecker Requests:  
Request for wreckers shall not be made through the data channel. Such requests must be made through the dispatch channel.
  3. Notification of Records/Report Review  
The recovering unit on the vehicle recovery shall notify report Review.
- N. Other Property
- The unit will be advised there is a hit.
- O. Clearing of APD Entry
- A Terminal Operator shall not CLEAR any APD entry. Report Review is responsible for clearing entries made by APD.

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**PROCESSING FOR WITS**

A. WITS is a computerized file for records not suitable for entry into NCIC.

1. Wanted persons who cannot be entered into NCIC because the charge is a misdemeanor or because extradition is not authorized, are entered into WITS.
2. Serially numbered stolen property items that cannot be entered into NCIC because of value limitation are entered into WITS.

B. USERS OF ACTION

The Albuquerque Police Department has authorized the Bernalillo County Sheriff's Officer to enter records into WITS.

C. PROCEDURES FOR APD ENTRIES

1. When a WITS hit is obtained, the inquiring unit shall be notified immediately of a possible hit and to stand by for verification.
2. Any additional information affecting the officer's safety or the safeguarding of evidence shall also be transmitted.
3. The Records Unit or Report Review shall be immediately contacted to verify status of the entry. This pertains to articles only.
  - a. Wanted Persons
    - The Warrants Division shall be contacted to verify that an outstanding warrant is on file.
  - b. Stolen Property
    - Records/Report Review shall be contacted to verify that the entry is still outstanding and has not been recovered.

D. OFFICER NOTIFIED

1. If the hit is verified, the inquiring unit shall be advised that the hit is verified.
2. If the Warrants Division advises that a warrant has not been located, or if Records advises the property has been recovered, the inquiring unit shall be advised he does not have a hit and the circumstances.

E. CANCELING OF ENTRIES

1. Report Review/Records will cancel APD entries.
2. Warrants Division will cancel WITS warrant entries.
3. The data room will not cancel entries.

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F. PROCEDURES FOR OPERATION ID

1. Defined

- Operation Identification is a crime prevention program designed to mark property with an identifiable number specifically, the owner's social security number or Federal Tax number. The owner completes a form, which is then entered into the WITS computer in the Operation Identification file.

2. Format for Inquiry

- Page 1, PF4/PF16, OAN:

3. Inquire into File

- An inquiry into the Operation Identification file is performed upon specific request to do so, usually when a unit has an article with a social security or Federal Tax number on it.

4. Procedures For Hit

- When a hit is obtained on an Operation Identification number, the unit shall be immediately advised if that face and have the name and address on the record. It shall be the inquiring unit's responsibility to follow up any information provided.

G. MOTOR VEHICLE DIVISION INQUIRES

1. MVD inquires are driver and vehicle license checks by name, date of birth, social security number, license plate and vehicle identification number.

2. This information is for departmental or criminal justices use only and cannot be released to the general public.

H. NMLETS

1. NMLEST is the State of New Mexico Law Enforcement computer system. This system receives and sends teletypes inquires on wanted persons, vehicles, articles, and can run drivers and vehicle license checks.

2. NMLETS will also provide information on NMCICS warrants entered from other jurisdictions within the state.

I. MDT INQUIRIES

The Communications Division does not record MDT inquires. Any hit information on a wanted person, vehicle, etc., must be verified through data room personnel.

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J. TRIPLE I (III)

1. Triple I (III) checks are used to gather information on a person's previous arrest record.
2. A Triple I information can only be requested by a criminal justice entity.
3. A Triple I request form will be fully filled out and signed by the requesting person. A reason for the request will be provided, or a case number included on the form.
4. See SOP Section (2-01-28 G) for tape procedures.
5. Refer to FBI NCIC manuals for further guidance on Triple I request.

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**2-01-28      CADS UNIT AND EQUIPMENT**

**A.      CADS MANAGER**

1.      The CADS manger manages all aspects related to the operations of the CADS Unit and personnel.
2.      The manager evaluates Communications outages and equipment failures and restores equipment by coordinating efforts through the appropriate maintenance personnel.
3.      The manager also responds to the requests for statistics using calls for service data.

**B.      CADS DATA SYSTEMS SPECIALIST**

1.      The specialist assists in the operation and maintenance of the computer aided dispatch system to insure efficient communications and continuous equipment operation.
2.      The specialist maintains all files in the CADS to include geographical, personnel, unit, hazard, and MSAG files.
3.      The specialist also assists in the reproduction of CADS printouts and voice communication tapes.

**C.      CADS RESEARCH ANALYST**

1.      The CADS tape analyst will be responsible for maintaining all files, logs, printouts, and voice recordings for the Communications Division.
2.      The analyst will also be responsible for completing the requests for reproduction of information.
3.      The analyst recycles and destroys any request forms, cassette tapes, and CADS printouts that are one year old.
4.      The analyst will maintain the Sequester Log and Secured Sequester Cabinet. Master tapes in the secured cabinet will be retained for a minimum of 3 years.
5.      The analyst will also be responsible for the reproduction of tapes and printouts to records for distribution to requesting agencies and citizens.

**D.      SEQUESTERING TAPES**

Master tapes will be stored and preserved for a minimum of 3 years. Tapes and recorded material, sequestered by court order, Letter of Sequester, or tagged as evidence, are removed from service and stored. In order to comply with the order and evidence procedures, the following will be observed:

1.      Personnel assigned to the CADS unit will, upon receipt of requests for storage, remove the master tape from service.
2.      Personnel will log on the Sequestering of Tape form the date and time date stored person requesting storage, incident and location. The tape will be then placed in the secure sequester tape cabinet.

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3. Once the CADS unit is notified that a sequester will be needed, the requester, within 72 hours, will be required to provide written notice of storage, to include reasons and duration of sequestration.
4. The CADS unit contacts the requester after three years of storage to ascertain if storage is still necessary. If the requester does not respond within ten days, the tape will be placed back in service.
5. Tapes that are sequestered by court order or Letter of Sequester, will be stored in the CADS unit secured sequester cabinet. The Letter of Sequester will be attached to the tape and will not be removed, except by signed receipt from personnel in the CADS unit.
6. All tapes of officer involved shootings will not be recycled for three and one-half years from date of the incident unless otherwise notified by the City Attorney's office.

E. SEQUESTERING TAPE FORM

The Sequestering of Tape Form documents the facts surrounding the removal of a forty-channel tape from inventory for preventing its routine and periodic erasure.

1. TAPE NUMBER – The number assigned to the tape.
2. DATES & TIMES – The period of time that the tape has recorded. This is usually from early morning to the next morning.
3. DP, DT, RT CHANNEL – The tape channels relevant to the incident causing the sequestering.
4. TRACKS – The track number the incident is recorded on.
5. TIME FRAME OF INCIDENT – The time the relevant incident occurred.
6. DESCRIPTION OF INCIDENT SEQUESTERED – The CAD number, call type, and location of occurrence are recorded.
7. REQUESTING PARTY AND DATE SEQUESTERED – The name of the person requesting the tape and the date of sequester are filled in.
8. RETENTION PERIOD – The amount of time the tape will be sequestered for.
9. RELEASED BY – The name of the person authorizing the tape be placed back into rotation is filled in.
10. CONTINUE SEQUESTER CHECK – The date the person requesting the sequestering of the tape is contacted to verify if tape still needs to be held for a longer period of time is entered.

F. REQUESTS FOR INFORMATION

All information requests from the CADS Unit are documented for later retrieval. Below is a list of forms used within the CADS Unit.

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G. CADS EVENT REQUEST FORM

Any request for a CADS printout, unit history, voice tape, or a list of tapes for duplication of incident histories are processed as quickly and completely as possible after the completion of a request form.

H. RECORDING LOG FORM

The recording log form logs the amount of time the back up master tape recorder is off line due to recording.

I. REQUEST FOR CADS RESTORATION RESEARCH

The log contains the monthly total of requests processed by the CADS unit. Complete the Request for CADS Form on a daily basis.

J. EQUIPMENT BREAKDOWN REPORT

1. Use the equipment breakdown form to report the breakdown of equipment assigned to the Communications Division.
2. This encompasses all equipment, including those devices in the data room; base stations, emergency generator, and consoles.
3. Use the CADS Customer Support Reporting Log to report CADS equipment and software problems.



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**2-01-29      CADS GENERAL DESCRIPTION**

**A.      THE COMPUTER AIDED DISPATCH SYSTEM**

1.      A CAD is an on-line computer system designed to enhance the operation environment of the Communications Section. While enhanced operation of the Communications Center represents the most visible impact of CAD, the system provides benefits throughout the public safety community and ultimately to the citizens of Albuquerque.
2.      CAD establishes an operational environment where command and control activities are performed in an accurate and timely manner. The system uses technology as a tool in support of the personnel that carry out the critical functions of emergency communications in the City.
3.      CAD provides the capability to manage public safety calls for service. Communications personnel can readily access information and make appropriate decisions related to meeting the demand for Police services.
4.      The CAD supports the autonomy of police operations.

**B.      CUSTOMER SUPPORT REPORTING LOG**

The Communications Supervisor calling in repair of all CADS related problems would fill out the customer support-reporting log.

**C.      ENHANCED 911 SYSTEM**

1.      The Enhanced 911 System consists of several types of incoming 911 lines emergency lines, non-emergency lines, and ring down lines. The system alerts the operator of an incoming call by a flashing light for the line. Concurrently, a bell rings in the Communications Division.
2.      A rapidly flashing red light indicates a line is ringing. A slower flashing red light means the line is on hold. An open line has a green light. Answer the 911 lines using the "Priority Answer" button. Answer the ring-down and non-emergency lines by pressing the button that is flashing.
3.      The callers telephone number displays on the Automatic Number Identification screen and the callers name and address displays on the Automatic Number Identification screen
4.      The ANI and ANI functions of the Enhanced 911 eliminates missed calls that result from situations where the caller is unable to stay on the line or the caller cannot speak.
5.      When placing out going calls, use the non-emergency lines.

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D. RINGDOWN TELEPHONES

1. A ring-down system provides direct lines to various governmental agencies, hospitals, and alarm companies. The ring-down is secure, reliable, and independent of the regular telephone circuits.
2. The ring down system works the same as the 911 and non-emergency lines. There is a flashing light when the line is ringing and a solid green light when the line is open.

E. DISPATCH SYSTEM

Instruction manuals, which describe in detail the use of the system, were issued by Motorola, which designed the Communications System for the Albuquerque Police Department

H. MULTI CHANNEL AUDIO MERCOM RECORDING SYSTEM

1. The Communications Section is equipped with a Multi Channel Recorder. It uses 1 A B sided DVD media disc. It records all radio transmissions & telephone conversations for the 911 Communications Center. **Immediate playback is available at each 911-dispatch workstation.**
2. Disc must be changed at least every 2-3 days depending on the amount of traffic for the day(s).
3. The media discs must be kept for records three years in accordance with New Mexico State statutes 37-1-8 and 41-4-15 and the New Mexico Administrative Code sections 900.813 thru 900.816. They are then recycled unless sequestered by court order.
  - a. Personnel, assigned to the CADS unit, may remove a tape from inventory and store it separately. Log information relative to the removal of the tape on the Sequestering of Tape Form (described earlier in this section).
  - b. Communications personnel and sworn officers of APD may obtain copies of tapes upon the approval of their supervisor.
  - c. The CADS unit charges a minimum research fee for requests for copies of tapes by outside agencies and all other persons. Contact the CADS Research & Recording Office for a quotation on the fees for requests.

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### EMERGENCY OPERATION/EVACUATION PLAN

The purpose of this plan is to establish procedures in the event of a minor emergency to a catastrophic emergency directly involving the Consolidated Public Safety Communications Center.

It is Communications utmost responsibility to protect and serve the citizens of Albuquerque through the 9-1-1 Emergency System, and through the dispatch of officers to their aide, under any and all circumstances.

All emergency procedures should be coordinated with the Albuquerque Fire Department Dispatch.

#### A. Equipment Malfunction

1. Loss of telephone lines due to malfunction or natural disaster. The list below must be implemented in as little as time as possible due to public safety concerns in the event of the 9-1-1 System being down.
  - a. Notify and coordinate with the Albuquerque Fire Department.
  - b. Notify Bernalillo County Sheriffs Department that all in-coming 9-1-1 lines in Albuquerque will be switched over to their agency.
  - c. Switch 9-1-1 lines over to the Bernalillo County Sheriffs Department. (Switch is located in the telephone room on second floor of the Consolidated Public Safety Communications Center.)
  - d. Send Albuquerque Police Department Communications Operators to the Dispatch Center of the Bernalillo County Sheriffs Department, at 10401Holly NE, to assist in the answering 9-1-1 lines.
  - e. Pick a talk group 800 MHZ for call relay, if all phones lines are down. (i.e., SO EAST, SO WEST, SOUTH)
  
2. Loss of 800 MHZ Systems
  - a. Check use of hard radio sets, located underneath each dispatch console.
  - b. If use of hard radio is not feasible have dispatchers report to the Mobil Command Center, located in the parking lot of the center. If for some the Mobil Command Center is not available have field units dispatched to the center so the dispatchers may use their vehicles radios to dispatch calls for service. Units are to limit their use of talk groups at this time. Use of ITAC channels (Conventional Non-Trunked Radio Channels) May be utilized.
  - c. Dispatchers will immediately do a time and service check of all units on their talk group and be required to keep a log of their units either through cards or on a tablet of paper.

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- d. If telephone lines are up, and just the radio system is down establish runners to take calls from the center down to the dispatchers. The supervisors will have walkie-talkies available to assist in relaying calls for service to the dispatchers.
- e. It is the responsibility of each dispatcher to notify the area command they are responsible for of impending down time of the talk group while the move from the center to the command post is being made.

B. EVACUATION:

- 1. Evacuation of the Communications Center will occur only in a catastrophic situation. Everyone will exit the center at one time using the stairs located on the North and South sides of the building. Anyone not being able to use the stairs will have the Fire Department assist them in use of the elevator located in the center of the building. All employees will meet at southwest corner of the parking lot, to await further instructions. All policies mentioned in this section will be followed.
- 2. Only the on duty Communications Supervisor or the Communications Manager (or his/her designee) can order evacuation. This supervisor will ensure the Communications Manager and the Chief of Police are notified in a timely manner. Units will be dispatched to the Consolidated Communications Facility as quickly as possible to secure the center and /or the scene.

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RESPONSIBILITIES:

Supervisors: Supervisors are responsible for their personnel.

- Familiarize yourself with this plan and with the Mobil Command Center.
- Notify and coordinate with the Albuquerque Fire Department and Albuquerque Police Field Supervisors.
- In extreme circumstances where employees are put into risk, as a fire, an unknown device, chemical fumes, or a serious natural disaster, EVACUATE.
- Make sure all employees are accounted for at the evacuation site.
- Have the dispatchers set up the talk groups immediately inside the Mobil Command Center.
- Send 9-1-1 Operators to the Bernalillo County Sheriffs Department, as soon as they are briefed.
- Notify ant units and any agencies that can offer assistance to you, in the given situation, i.e., Bernalillo County Sheriff's, New Mexico State Police, Rio Rancho Department of Public Safety.

EMPLOYEES:

- Be responsible for yourself and assist co-workers.
- Familiarize yourself with this plan and with the Mobil Command Center.
- Follow your supervisor's instructions.
- Notify your supervisor of any occurrence they may not yet be aware.
- If requested to evacuate, report to the southwest corner of the Communications Center parking lot, for further instructions.

AUTHORIZATION TO RE-ENTER THE BUILDING

After the Consolidated Public Safety Communications Center has been deemed safe by the appropriate agencies, employees may only re-enter the building if directed by the on-duty supervisor or the Communication Captain.

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**A. Talk Groups**

- 1. Group 530 APD Foothills**
- 2. Group 531 APD Northeast**
- 3. Group 532 APD Southeast**
- 4. Group 533 APD Westside**
- 5. Group 534 APD Valley**
- 6. Group 535 APD City Wide**
- 7. Group 536 APD East Tac**
- 8. Group 537 APD West Tac**
- 9. Group 538 APD City Tac**
- 10. Group 539 APD Rover 16**

B. Groups 530-534 will be used as primary dispatch groups.

C. A monthly usage report will be generated and attached to the communications monthly report.



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9-01 EMERGENCY COMMUNICATIONS CENTER DIVISION

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### 9-1-1 Purpose

As a point of first contact with the community, the APD Emergency Communications Center (ECC, also referred to as Communications) handles numerous activities which include, but are not limited to, the following:

- Process emergency 9-1-1 calls and nonemergency telephone calls.
  - Handle NCIC queries.
  - Dispatch and monitor primary and backup units and investigators.
  - Contact and relay pertinent information to the field and to other agencies and businesses.
- A. The objective of the ECC is to increase the confidence of the public and APD personnel in the services we provide by maintaining the skills and knowledge on systems, laws, procedures, and services; and to use quality-improvement processes to provide the community with the highest level of services.
- B. This manual has been prepared to define departmental organization, establish personnel functions and responsibilities, delegate departmental procedure, and set forth department policies and procedures.
- C. It is the responsibility of every employee of the ECC to read and become familiar with this manual's content. All lawful rules, regulations, policies, procedures, and orders will be promptly obeyed. They are to be carefully read, and when not thoroughly understood, a supervisor should be asked to explain and/or interpret them.
- D. It must be kept in mind that employees, in the general administration of their duties, continually encounter situations not covered by this manual. In such instances, the employees must then decide the proper approach and course of action which would best handle the situation in a competent and efficient manner.
- E. All previous rules, guidelines, job descriptions, policies, or procedures found to be in conflict with the contents of this manual are hereby superseded. Each employee will have access to a copy of the ECC SOP manual that supplements the General Orders, Administrative Orders, City Merit Ordinance, City Personnel Rules and Regulations, and Collective Bargaining Agreements. Whenever there is a conflict, the General Orders, Administrative Orders, City of Albuquerque Merit Ordinance, City Personnel Rules and Regulations, and Collective Bargaining Agreements will take precedence over this manual.



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**9-1-2 Mission, Core Values, and Code of Ethics**

A. Mission

We are committed to answering all 9-1-1 and nonemergency calls with professionalism, compassion, and integrity, while applying the same standards to efficiently dispatch police to citizens in need.

B. Core Values

1. Integrity—we maintain the trust of the community by being honest, compassionate, and consistent in our beliefs and actions. We hold ourselves responsible to the highest standards of personal and professional conduct
2. Respect—we respect the dignity and worth of all people. We believe that it is unacceptable for our spoken and written language and behavior to demean anyone, and we, as individuals, take responsibility for our words and deeds to respect all people.
3. Pride—we take pride in our department and its historical heritage. We are dedicated to professionalism, service, and moral courage.
4. Fairness—we treat everyone as we want to be treated by being objective, courteous, and equitable.

C. Telecommunicator's Code of Ethics (Adopted from APCO, the Association of Public Communications Officials – International)

1. As a Telecommunicator, I regard myself as a member of an important and honorable profession.
2. I will keep myself in the best possible physical condition at all times.
3. I will perform my duty with efficiency at all times.
4. I will be exemplary in my conduct, edifying in my conversation, honest in my dealings, and obedient to the laws of the city, state, and country.
5. I will not, in the performance of my duty, work for personal advantage or profit.
6. I will at all times recognize that I am a public servant.
7. I will give the most efficient and impartial service of which I am capable, at all times.
8. I will be courteous in my contacts at all times.



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9. I will regard my fellow Telecommunicators with the same standards that I maintain for myself.
  10. I will be loyal to my fellow Telecommunicators, my Superiors and my Agency.
  11. I will accept responsibility for my actions.
  12. I will do only those things that will reflect honor on my fellow Telecommunicators, my Agency and myself.
- D. The Emergency Communication Center's Mission Statement, Core Values, and Code of Ethics will be reviewed annually and signed off by all employees.



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**9-1-3 Chain of Command, Organizational Structure, Employee Positions and Duties**

A. Chain of Command

1. Employees will follow their chain of command. If there is a concern, employees are encouraged to discuss the concern with the first level of the chain of command. If unresolved, the employees should notify their supervisor they are going to the next level. 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.
2. While an "open door" policy is encouraged in regards to contact with management personnel, it does not supersede the chain of command when applicable.

~~B. Organizational Structure~~

B. Employee Positions and Duties

1. Emergency Communications Center Manager

- a. The ECC Manager is responsible for the overall leadership and management of the 24/7 center. This includes oversight of the quality control and safety programs, coordination of activities with other divisions, other law enforcement agencies, the court, the bar association, and the general public.
- b. The manager provides highly responsive and complex administrative support to higher-level management staff.
- c. This position reports directly to the Assistant Chief of Professional Accountability Bureau.

2. Administrator

- a. The Administrator is responsible for assisting in the management of Emergency Communications via performance reports, analysis and evaluation, facility maintenance, grants, surveys, material requests, equipment maintenance and replacement, training, support of ECC Manager, and project management.
- b. The administrator oversees management of Research and Recording and the MSAG/file maintenance functions, and performs management duties in the absence of the ECC Manager. The administrator is responsible for coordinating hiring and backgrounds functions.
- c. This position reports to the Emergency Communications Manager.

3. Shift Supervisor

- a. The Shift Supervisor assumes day-to-day supervision responsibilities for the operations of the ECC, which provides 24-hour telephone access for emergency and nonemergency calls for service, as well as administrative calls for law enforcement agencies, emergency providers, and the general public.



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- b. The supervisor is assigned to one of the three shifts by the ECC Manager. The supervisor ensures the work quality in accordance with the ECC's mission and standards; ensures adherence to established goals, policies, and procedures; coordinates and implements all in-house training activities for the ECC for assigned personnel.
  - c. This position reports to the Emergency Communications Manager.
4. Shift Supervisor/Training
- a. By assignment, this supervisor oversees the training requirements and needs of all ECC personnel.
  - b. The supervisor reports to the Emergency Communications Manager.
  - c. The training supervisor conducts classroom training for new hires; oversees training of new hires; coordinates update/refresher training; conducts meetings with the floor trainers and trainees as required; reviews and critiques training and evaluations by the floor trainers; coordinates attendance at external training; monitors employee certification hours and ensures each employee receives the required number of hours for state certification; prepares and submits appropriate documents to the state to maintain certification.
5. Telecommunications Operator I (9-1-1/NCIC Operator)
- a. The Telecommunicator Operator I (9-1-1/NCIC Operator) is any full-time employee who is certified or in training to answer incoming emergency and nonemergency calls using a multi-line phone system; to screen, evaluate, provide assistance, coordinate and disseminate critical information via specialized computer and communication systems, and/or refer calls to the appropriate person or department; and to perform multiple activities simultaneously by responding to communications and events while maintaining precision, accuracy, and swift response times.
  - b. The 9-1-1 Operator may be trained and assigned to complete National Crime Information Center (NCIC) checks and perform other technical tasks related to the assigned area of responsibility.
  - c. This position reports to the Shift Supervisor.
6. Telecommunications Operator II (Dispatcher)
- a. The Telecommunicator Operator II (Dispatcher) is any full-time employee who is certified or in training to handle the day-to-day operation of dispatching calls for service.
  - b. The primary responsibilities of the dispatcher are to receive, evaluate, and transmit information via telephone and multi-channel radio, which involves emergency situations affecting human welfare and safety; dispatch the appropriate personnel and/or other resource agencies, in accordance with prescribed procedures, often requiring immediate independent judgment; utilize computer-aided dispatch system and other computer systems; maintain access to and security of highly-sensitive materials and information; monitor unit response and progress and provide



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additional support and resources as needed; perform multiple activities simultaneously in a high-visibility setting; work with frequent interruption in a framework of rules, procedures, and regulations; and perform technical tasks relative to assigned area of responsibility.

- c. This position reports to the Shift Supervisor.

#### 7. Training Assignment

- a. Qualified 9-1-1 Operators, NCIC Operators and Dispatchers (see Training Section 29-01-13) provide on-the-job training to new hires.
- b. Duties include informing the trainee of policy expectations; following a comprehensive four-phase training plan; providing constructive feedback to the employee; providing mentorship; completing daily evaluations and progress reports; providing information to the Training supervisor regarding the trainee's progress.
- c. Trainers report to the Shift Supervisor for any responsibilities that do not relate to training.

#### 8. Administrative Assistant

- a. The Administrative Assistant performs a wide variety of responsible and complex administrative, secretarial, and clerical duties in support of the ECC.
- b. This position reports to the ECC Manager.

#### 9. Records and Data Coordinator

- a. The Coordinator is responsible for technically-detailed work involving the correlation and maintenance of various computer files in the Computer-Aided Dispatch system (CAD).
- b. The person in this position interprets 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. The position serves as a link between the Geo Base Data, 9-1-1 dispatch data, and the telephone company's Master Street Addressing Guide (MSAG) database. This person collects, reviews, maintains, and reports on data and statistics to management, while using a variety of database management software tools. The coordinator researches and prepares tape recordings on behalf of the ECC, corresponds with the requestor, tracks all recording requests, and testifies in court.
- d. This position reports to the Administrator.



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9-1-4 Code of Conduct and Ethics

- A. Workplace Professionalism and Representation (Refer to General Orders – Personnel Code of Conduct)
1. Public sector personnel are employed to provide services to the community in line with the policies set forth by the City of Albuquerque and the Albuquerque Police Department. This places ECC employees in a unique position of trust, requiring standards of ethical behavior that reflect the community's expectations.
  2. Employees of the ECC should remember that they are a reflection on the center and are representing the entire police department and city.
  3. All employees must 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 employees must
    - a. serve the public by providing impartial and accurate information;
    - b. act honestly when performing duties;
    - c. conduct themselves in public in a manner that will not reflect adversely on the city, its agencies, or other city employees;
    - d. treat the public and other employees with respect and courtesy, having regard for the dignity of the people with whom we interact;
    - e. promote equity, value, and diversity in the work and community environment;
    - f. prevent bullying or other forms of harassment in or outside the workplace;
    - g. provide responsive, timely, effective, and efficient services to the community and the government; and
    - h. read, sign, and abide by the code of ethics and ECC values.
  4. Personnel will be professional when using voice transmissions, telephones, MDTs, CAD, or telephones. Jokes, wisecracks, profanities, or voice inflections which reflect or indicate irritation, disrespect, or sarcasm shall not be used. MDTs and CAD are for business use only. See General Orders – Emergency Communications.
    - a. Sexual harassment of any kind will not be tolerated. (See General Orders - Harassment/Sexual Harassment in the Workplace and Administrative Instruction - Harassment/Sexual Harassment Policy.) Sexual harassment includes watching television, movies, DVD players (City or personal), which show nudity and/or contain obscene language.
    - b. Any concerns are to be reported directly to the supervisor.
  5. Employees will not argue with citizens or other personnel. If an employee has difficulty resolving an issue with a caller, she or he will pass the caller on to the on-duty supervisor.





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6. Sleeping at consoles is not permitted. See also **General Orders – Conduct While On-Duty**: “Personnel shall maintain sufficient competency to properly perform their duties and assume the responsibilities of their positions.”
  7. Electronic devices such as DVD players and laptops are permitted 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 operator’s performance. **Any material viewed within the ECC must be appropriate for the workplace. If there are any concerns with the material, management shall be contacted.**
  8. Use of 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** is prohibited during sit-a-longs, training, group visits, any tours, or any other special visit to the ECC.
  9. Playing board games, reading, ~~and~~ working on crafts, **and using other electronic devices** are permissible, providing the activity does not interfere with the operations and the individual’s performance.
  10. All personal items must be stored in a locker or taken home at the end of each shift.
  11. No loud or disruptive behavior will be tolerated, such as loud laughter, pounding on consoles, and yelling at coworkers, officers, supervisors, or the public. Employees will not use offensive, abusive, or obscene/profane language when talking with the public, personnel from other agencies, or coworkers in the ECC. Employees are expected to treat all those with whom they come in contact professionally and with respect. Employees will act within the **General Orders Personnel** Code of Conduct. Failure to do so may result in **disciplinary action**.
  12. Employees will not go behind the Control console, access the key lock box, go into supervisory offices or into the Research and Recording office, **storage rooms** or use the CAD file maintenance console without prior permission.
  - ~~13. Regarding electronic messages (51s) sent to other users of the CAD system, using the messaging system will not be of an offensive or obscene nature, and messages are to be sent for business purposes.~~
- B. Smoke-Free Workplace—Refer to General Orders **– Personnel Code of Conduct**
- C. Drugs and Alcohol and Drug-Free Workplace -Refer to **General Orders - Alcoholic Beverages and Controlled Substances; Personnel Rules and Regulations - Substance Abuse; Clerical Union Contract.**
- D. Workplace Violence- Refer to **Personnel Rules and Regulations – Conditions of Employment – Violence in the Workplace.**
- E. Weapons at Work



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1. Weapons are not permitted on the ECC property.
  2. Refer to Personnel Rules and Regulations – Conditions of Employment – Weapons.
- F. Conflicts Of Interest—Refer to Personnel Rules and Regulations - Conditions of Employment.
- G. Accepting and Giving Gifts—Refer to General Orders – Personnel Code of Conduct - Gratuities; Personnel Rules and Regulations - Bribery, Gifts and Donations.
- H. Confidentiality of Information – Safeguarding Privacy and Security
1. Refer to Personnel Rules and Regulations –Privileged Information; General Orders – Personnel Code of Conduct, Conduct Both On and Off Duty and General Procedural Orders, Use of Computer Systems, Computer Responsibility.
  2. Employees of the ECC deal with sensitive and privileged information that is only obtained because of the nature of our jobs. Citizens entrust ECC personnel with confidential information which comes into their possession in the course of their duties. This information must be treated in a discreet and professional manner. Unauthorized release of information could alter or compromise an investigation. ECC employees who are in violation of the confidentiality policy are subject to disciplinary action.
- I. Confidentiality Agreement
1. ECC personnel are required to sign a Confidentiality Agreement when they commence employment.
  2. Upon completion of training, appropriate personnel will sign a Confidentiality Statement for the Electronic Tracking Systems (RAT Project) used within the ECC and the Albuquerque Police Department.
- J. Confidentiality in National Crime Information Center (NCIC)
1. All information obtained through the National Crime Information Center is strictly confidential and may not be disclosed to unauthorized individuals.
  2. Driver's license, vehicle registration, and stolen vehicle information is also confidential and may not be released to the public.
  3. An authorized individual is someone granted authority to access information through the federal and state governments.
  4. Within the ECC, information will only be given to department personnel after their man number has been verified through the personnel file listed in the CAD system.



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4. Information will only be provided to department personnel once their identity has been verified through the appropriate system.

K. Confidentiality and the Media

1. The Public Information Officer (PIO) is designated as the person who may speak with the media.
2. Politely decline any requests, and refer the media representative to the PIO.

L. Confidentiality of Computer and Internet Information – Also refer to City IT rules for further information

1. Within our organization, there is information sensitive and confidential in nature stored on the computer network. Visitors should not view computer-based information. The exception is a person authorized for a sit-a-long who has completed the appropriate background check.
2. Confidential Information which is printed out must be stored in the appropriate place, according to the established protocols.
3. Information of a confidential nature must be destroyed if no longer needed. Utilize the identified methods for destruction, in compliance with state and local rules and regulations.
4. If an employee is asked by an unauthorized person to divulge confidential information, report the matter to the shift supervisor immediately.
5. If an employee is overheard discussing information of a confidential and/or private nature (such as chatting to a colleague in the office or lunch room, talking to friends in a social setting), report the matter to the shift supervisor immediately.
6. Employees are prohibited from disclosing confidential, personal, or sensitive information for personal purposes, to satisfy curiosity, or for personal advantage.

M. Personal Phone Use

1. Under no circumstances will personal phone calls be received on the 9-1-1 emergency lines.
2. Employees 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 will be made for emergency calls. When necessary to receive an emergency personal call, the employee is to notify the shift supervisor. Violations of this directive are subject to disciplinary action.



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3. Several phones have been provided in the break room for employees to utilize. These phones may be used during scheduled breaks and lunch periods. In the event an employee needs to make an emergency call, she or he 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. Employees should have no expectations of privacy. All telephone calls are subject to supervisory review and will be considered as evidence.
  5. Cell phones must be kept on vibrate or silent. Cell phones are to be answered in the ECC room for emergency purposes only, and they must be authorized by the on-duty supervisor.
  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.
- N. Social Networking and Social Media (See also **General Orders – Social Media** for the Department policy.)
1. Guidelines, policies, and expectations for communications employees who use social networking and social media are as follows.
    - a. Access to social sites (such as Twitter, Facebook, Snapchat, Instagram, Pinterest, VK, Reddit, LinkedIn Tumblr and Myspace) through personal electronics is only allowed on breaks and lunches, away from the ECC floor.
    - b. Department members who use social networking sites, blogs, Twitter, 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 which is detrimental to the mission and function of the department. This information includes the following items:
      - i. Information regarding incidents under investigation
      - ii. APD use only information such as
        - details of CAD events
        - accounts of events which occur within this department or in the course of an employee's job duties
    - c. In addition, all personnel are cautioned to deeply reflect and consider what they are posting on a public forum prior to submitting the post. Comments even made in jest can be misconstrued. Posts may be subpoenaed for court. Therefore, ECC employee may not post:
      - i. disparaging remarks or pictures based on gender, age, race, religion, medical condition, or nation of origin;
      - ii. any pictures of themselves or others engaged in any type of inappropriate behavior that would cause a lack of trust by the community or violate department orders; and



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iii. any comments that could be construed as negative towards the Bureau, Division, and/or Department or other members of the Department.

2. Except for records that are requested under IPRA, the release of any information regarding calls for service, arrests, victims, witnesses, or crimes is prohibited. See also ~~General~~ Procedural **Orders – Use of Computer Systems**.

O. Dress Code – Attire and Grooming

1. Attire at the Emergency Communications Center

- a. ECC employees must follow the dress code. Employees are to be dressed in civilian attire. All personnel should present a neat and clean appearance. Clothing must not be wrinkled. Ripped, torn, or frayed clothing is unacceptable. No clothing with holes, see-through lace, and cutouts is permitted.
- b. Employees should not dress in clothing that displays insignias and/or wording which could reflect unfavorably on the Albuquerque Police Department, such as profanity, alcohol products, drugs, ethnic or sexual words or pictures. Employees may not wear clothing that is immodest and in poor taste. Wearing clothing which is disruptive, provocative, revealing, vulgar, offensive, or obscene is prohibited.
- c. 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.
- d. Shirts and blouses must 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-shouldered shirts, tube tops, midriff or low-cut shirts that show cleavage, backless, sleeveless tops, halter tops, and tank tops unless worn under a top such as a fitted jacket, bolero, or a sweater-type covering so that the straps, back and shoulders are not exposed.
- e. Clothing that works well for the beach, yard work, dance clubs, exercise sessions, and sports contests is not appropriate for work. Flannel pants, sweatpants, exercise pants, loungewear, or pants made of velour material will not be acceptable. Dresses, skirts, and 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.
- f. Any clothing with an APD logo must have the APD ECC logo only. Either the new or old logo is acceptable.
- g. 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 the ECC. Slippers are not acceptable.
- h. Employees must exercise judgment in their choice of clothing to wear to work. If an employee experiences uncertainty about acceptable dress attire for work, she or he should ask the supervisor before wearing the questionable items.
- i. Employees wearing a clothing item that violates policy may be sent home on their own time (such as vacation or comp) to change clothes and will receive a coaching for the



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first offense. Progressive disciplinary action will be applied if dress code violations continue.

2. Grooming

- a. All employees must be clean and well groomed. (Also see **General Orders – Conduct While On Duty and General Orders, Grooming.**)
- b. Hair should be clean, combed, and neatly trimmed or arranged. Unkempt hair is not permissible. Sideburns, mustaches, and beards must be clean and neatly trimmed.
- c. The use of jewelry, accessories, make-up, colognes, and perfumes should be used in good taste and will be allowed with consideration for your coworkers, work environment, and interaction with external visitors.
- d. Tattoos and body piercings that are profane, vulgar, offensive, or obscene are not permissible.
- e. Application of make-up, perfumes or colognes, and scented lotions will not be performed at the employee's console while working.
- f. Teeth cleaning, grooming eyebrows, cutting, filing, and painting of nails will also not be allowed at the console while working; however, they are permitted in appropriate, discrete locations away from the ECC and/or break room.

3. Attire and Grooming When Attending Meetings, Training, or Working Overtime

- a. Employees attending training, meetings, or working overtime in the ECC are expected to adhere to the ECC dress code, unless otherwise specified.
- b. Employees attending training, meetings, or working overtime in areas outside the ECC are required to follow the APD dress code of business casual, which includes no T-shirts or jeans.
- 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 the employee is traveling to another municipality.

4. 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 will prevail.

P. Discipline

1. Certain situations may allow for a Coaching Memorandum before the discipline process begins; however, this is handled on a case-by-case basis. Coaching memorandums are corrective in nature, not disciplinary, and afford the employee the opportunity to correct the issue before the disciplinary process is initiated.
2. For disciplinary proceedings, Emergency Communications utilizes the Albuquerque Clerical and Technical Union Contract, the General Orders Discipline System, and the City Personnel Rules and Regulations, as listed below.



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- a. Clerical and Technical Union Contract - Discipline and Investigations
- b. Clerical and Technical Union Contract - Grievance and Appeal Procedures
- c. Albuquerque Police Department ~~General Orders~~ Administrative Orders Discipline System
- d. City of Albuquerque Personnel Rules and Regulations



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## 9-1-5 Employee Wellness and Support

### A. Stress Management

1. Obtaining relevant information from citizens and monitoring officer activity can be very stressful for the 9-1-1 operator and dispatcher. The ECC promotes operator wellness and supports activities to help Telecommunicators deal with stress in healthy, productive ways.
2. Ongoing training, including quizzes and activities introduced in a game format, is often used to help Telecommunicators sharpen skills and keep up-to-date with knowledge and information.
3. Playing board games and working on crafts are examples of how an employee can de-stress between calls without relaxing the standards, performance, or ethics of the Albuquerque Police Department, as long as employees stay alert and active at all times while on duty. During low-activity periods, employees are allowed to participate in these approved, nonoperational activities, as long as the activity does not result in the distraction of a single employee or the work group as a whole. These activities should not present the appearance of an unprofessional operation.
4. Making use of the exercise equipment before or after work hours or during break periods is also available as a means to de-stress.

### B. There are several options for support. Employees can request assistance through their supervisor or can also contact resources independently.

#### 1. APD Chaplain Unit

- a. It is the policy of the APD Chaplain unit to provide spiritual support for department employees and their families.
- b. APD Chaplains provide counsel and guidance to persons in crisis in the Albuquerque community. They apply the highest standards of excellence in providing support to those requesting assistance.

#### 2. Employee Assistance Program

- a. The City of Albuquerque provides a free, confidential Employee Assistance Program (EAP). Some of the services provided are employee counseling, crisis intervention, and referral services.
- b. Brochures that provide the phone number to the EAP are available from the shift supervisor.

#### 3. Behavioral Sciences Division

- a. It is the policy of the Behavioral Sciences Division (BSD) to provide professional psychological services to sworn and civilian employees (and their families) of the





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Albuquerque Police Department at times of personal and professional crisis, which may affect law enforcement operations.

- b. This service will be provided as requested, with an eye toward enhancing the professionalism of the department and its personnel.
- c. Also refer to **Field Service Bureau**, **General Orders**, Behavioral Sciences Division **Policy**.

#### 4. Peer Support

- a. The purpose of the peer support program is to provide a means for immediate peer-driven emotional support during and after personal or professional crisis; or serious illness or injury;
- c. Provide resources including referrals for professional assistance; Develop peer supporters who can identify personal struggles, offer support, and provide guidance.

#### 5. City Employee Mediation Program

- a. The Employee Mediation Program is an informal, structured process designed to assist City of Albuquerque employees in discussing workplace issues and in developing a more positive and productive workplace environment. Anyone can request mediation.
- b. Mediation is a means to resolve conflict with the assistance of a mediator(s) in reaching a mutually-acceptable agreement. Mediation is confidential, private, and respectful.
- c. A mediator is a neutral third party who assists individuals in working towards a mutually-acceptable solution in their workplace. Mediators used by the Alternative Dispute Resolution (ADR) Office are trained and experienced in mediation skills and bring additional professional skills to the mediation.
- d. Mediation offers each participant an:
  - i. Opportunity for each person to discuss his or her perspective of the workplace issue(s);
  - ii. Opportunity to develop new ways of handling their workplace issue(s); and
  - iii. Opportunity to create positive solutions to improve their relationship and their working environment.
- e. For more information or to begin the mediation process, refer to the City of Albuquerque website ([cabq.gov](http://cabq.gov)) and search for "mediation". call the City of Albuquerque Alternative Dispute Resolution Office at (505) 768-4500 (main desk).



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## 9-1-6 Expectations

### A. Work Hours and Schedules

1. The ECC operates 24 hours a day, 7 days a week, 365 days a year. A normal workweek is 40 hours.
2. Work schedules are determined by staffing needs and approved by the ECC manager. Most shifts are five-day, eight-hour shifts, although other shifts may be created as determined by staffing. Each schedule has a designated start and end time. Union guidelines also determine the creation of schedules.
3. Shift times will be clearly defined prior to the bid process as required by the Clerical and Technical Union Contract.
4. Personnel are required to work odd hours, holidays, and weekends. Shift work is a condition of employment.
5. The ECC manager may assign personnel to special watches and change or assign employees' days off, in compliance with the Clerical and Technical Union Contract.

### B. Types of Leave

- ~~1. Appropriate types of leave are granted to eligible personnel in accordance with established City guidelines and requirements. (Refer also to Administrative Orders, Scheduled and Unscheduled Leave.)~~

#### 1. Vacation

- ~~a. Vacation is approved as outlined in Administrative Orders, Scheduled and Unscheduled Leave; the Clerical & Technical Union Contract; and Personnel Rules and Regulations, Vacation Leave.~~

- a. Requests for forty (40) hours or more of vacation should be submitted during the first week following a scheduled bid. Requests are approved on a seniority basis. After the first week of a bid, vacation is normally approved on a "first come, first served" basis, while continuing to maintain effective coverage.
- b. Vacation requests must be submitted to the shift supervisor a minimum of 24 hours in advance. It will be at the supervisor's discretion and depending on staffing levels whether a request can be accepted with fewer than 24 hours' notice.

#### 2. Sick Leave

- a. Supervisors are responsible for monitoring the use of sick time by their employees. Unusual usage patterns (such as beginning or end of work week or in conjunction with vacations or holidays) or excessive usage will be addressed with the employee by the supervisor. Documentation may be used to track any



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- identified problems with an employee's attendance.
- b. Supervisors will consult with the ECC manager if they believe that an employee has an attendance issue.
  - c. Sick leave may be used when an employee cannot report for duty because of illness. The on-duty supervisor must be notified on either the employee or admin phone lines at least two hours prior to the start of the employee's shift. Employees will not leave a message with another employee. Text messages to cell phones are not an acceptable manner to report sick leave. The **Clerical & Technical Union Contract has set guidelines pertaining to sick leave usage. Also see Personnel Rules and Regulations, Sick Leave.**
  - d. Employees returning after five (5) or more consecutive work days of sick leave must submit a release from their personal physician to the Human Resources Department. The Human Resources Department will then refer the employee to the Employee Health Clinic for a return-to-work clearance and certification that the employee is able to perform the essential functions of the job. However, 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. (See **Personnel Rules and Regulations, Certification of Sick Leave and Sick Leave Clearance.**)
  - e. Any employee (not on FMLA status) **who calls off and is out of sick time will have other accrued time utilized. If the employee has no time available, the employee will be considered AWOL** and will be subject to disciplinary action.

**3. Paid Holidays—Refer to**

**Refer to the Clerical and Technical Union Contract Personnel Rules and Regulations.**

**4. Family and Medical Leave Act (FMLA)—Refer to**

**Refer to Clerical and Technical Union Contract and Personnel Rules and Regulations.**

**5. Bereavement—Refer to**

**Refer to Clerical Union Contract 6.5.**

3. Jury Duty

- a. Refer to **Personnel Rules and Regulations and the Clerical and Technical Union Contract.**
- b. Employees who are called to serve on jury duty during normal work hours will be paid at their regular pay for the time served as a juror. Employees will reimburse the City for all compensation received for such service performed during normal work hours.
- c. Employees are responsible for notifying their supervisor of jury duty as soon as possible.
- d. Supervisors may 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.



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4. ~~Military Leave—Refer to~~

~~Refer to the Clerical and Technical Union Contract and Personnel Rules and Regulations.~~

C. Attendance Expectations

1. The ECC expects employees to be reliable and punctual in reporting to work.
2. Violations may result in progressive discipline.

a. Tardiness

- i. Employees who fail to report to work on time are considered to be tardy.
- ii. Employees who fail to report to work or fail to remain at work when scheduled are considered absent and are not tardy. See Failing to Report to Scheduled Duty.
- iii. Employees will be required to fill out a late slip when reporting late for duty. Anyone coming in after his or her shift start time will be considered late. This includes:
  - arriving late for overtime,
  - returning late from break or lunch, and
  - not attending roll call or briefing.

Employees who demonstrate a pattern of tardiness may be subject to the progressive discipline process.

D. Failure to Report to Scheduled Duty

Pursuant to City Personnel Rules and Regulations, an employee who is absent from work without prior approval of the supervisor will be considered absent without authorized leave. Such leave will be subject to the disciplinary action up to and including termination. For example, employees who are scheduled for regular duty and who are called to determine why they have not reported, will be considered absent without authorized leave and subject to the progressive discipline process.

E. All time-keeping functions are done electronically through a payroll system.

1. Entry Deadlines

All employees need to have entries to the payroll system completed by the times listed below to allow time for review and approvals.

Day shift: 0800 Thursday  
Swing shift: 1500 Thursday



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Night shift: 2300 Thursday

## 2. Additional Pay Memos and Corrections

- a. The payroll system is reviewed and then finalized by Payroll on Monday morning.
- b. Any corrections or updates to the prior week which occur after the Payroll deadline will be handled via additional pay memorandums.

## 3. Leave Requests

- a. Requests for leave will be entered into the Payroll system. Day-to-day (meaning not at the bid) leave requests submitted prior to two hours before the end of shift will be processed on the same day as long as they are submitted by the deadlines below.
- b. Paper requests are not necessary unless time is requested for union time off. Those utilizing union time must submit a paper P30.

Day shift: by 1300  
Swing shift: by 2100  
Grave shift: by 0500

## 4. Overtime and FMLA

If an employee 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 entitlement.

~~F. Sick Leave Donation—Refer to~~

~~Refer to Personnel Rules and Regulations - Donation of Sick/Vacation Leave for a complete description of the donation leave policy.~~

~~G. Severe Weather and Emergency Closings~~

~~1. Policy on emergency closings and inclement weather is dictated by the Mayor's Office.~~

~~2. Department directors will be notified as appropriate.~~

## F. Meals and Breaks

1. Employees will be allowed one (1) thirty-minute (30) 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.



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2. During special emergency circumstances, shift supervisors may limit breaks and require employees to remain at their workstations and continue to work. Employees will be compensated for a missed unpaid lunch in accordance with the Fair Labor Standards Act (FLSA).

G. Attendance at Training Sessions

1. The ECC is committed to the continuous process of developing employees by providing training.
2. Department members assigned to any training program or class are required to attend. Failure to attend will be treated as the equivalent of failing to report for duty and will be subject to disciplinary action.
  - a. Personnel who cannot attend an assigned training course must notify their shift supervisor and the training supervisor as soon as possible in order to determine if training can be rescheduled.
  - b. If unable to attend due to an emergency, the employee must notify the shift supervisor and the training supervisor as soon as possible.
3. During a training exercise, all employees will adhere to the directions of the instructor.
4. Employees are expected to work their full scheduled shift (8 or 10 hours, accordingly). Work schedules ~~will~~ **may** be adjusted by their shift supervisor to accommodate training.
5. Adjustments may include:
  - a. Working the number of hours necessary on the same day of the training session (either before or after the training session) to equal the 8 or 10 hours (depending on the employee's normal work schedule); and/or
  - b. Utilizing leave time, with shift supervisor's approval, on the day of training for the hours needed to equal the full day's schedule.

H. Briefing Session Requirements

1. Briefings may be utilized as a training opportunity, with the expectation of each employee's participation.
2. These sessions also provide an opportunity for critical incident debriefings.
3. Employees 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 and not for the good of the entire group need to be scheduled with a shift supervisor at a later date.



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5. 9-1-1 and NCIC Operator Briefing Responsibilities

- a. 9-1-1/NCIC operators are responsible to have their headsets out and readily available at the completion of briefing prior to entering the ECC.
- b. Every employee is expected to relieve the prior shift immediately, unless otherwise directed by a shift supervisor.

6. Dispatcher Briefing Responsibilities

- a. Dispatchers are responsible for checking the radio schedule to determine what radio frequency they are assigned prior to entering the ECC floor. This includes trainers advising what frequency they need each day.
- b. Dispatchers are responsible to have their headsets out and readily available at the completion of briefing prior to entering ECC.
- c. Every employee is expected to relieve the prior shift immediately, unless otherwise directed by a shift supervisor.

I. Relief by Oncoming Shift

1. Dispatchers who are responsible for a radio frequency at the time of relief will remain at their consoles until relieved by another dispatcher. Dispatchers who are not working a frequency are to remain at their consoles until minimum staffing from the oncoming shift is present. Any exception will be approved by the shift supervisor.
2. Prior to getting up from their work station, dispatchers are responsible for briefing their relief on such things as any significant event occurring, any event which may have future impact, all equipment malfunctions, any channel restrictions, and any unit that has been cleared for a lunch.
3. 9-1-1 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 staff from the oncoming shift signed on to the telephone system. If 9-1-1 operators are unsure whether they can sign off, they are to contact the shift supervisor.
4. The incoming shift of 9-1-1 operators and dispatchers will have their headsets on and will be prepared to take the channel or workstation.
5. On-duty dispatchers will open a phone line on Vesta. This causes radio traffic to broadcast and be heard over the speaker. This ensures no transmissions will be missed during the relief process.



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6. The oncoming dispatcher and operator will be responsible for signing onto the CAD and Vesta system as soon as reasonably possible.
7. Operators will fill open consoles first. *Consoles may not be reserved or saved in advance.* In the event a preferred console is occupied, the oncoming operator is to move on to an available console. Should a preferred console become available, the operator is to check with the shift supervisor before relocating. Should a preferred console become available, the operator may move if/when work flow permits.

J. Overtime

1. Also refer to **Personnel Rules and Regulations, Overtime Work; General Orders, Overtime, Compensatory Time and Work Shift Designation; Clerical Union Contract.**
2. As a condition of employment, employees may be required to work overtime.
3. A meal period of thirty (30) minutes on non-pay status will be offered to employees required to work more than two (2) hours beyond their regular shift.
4. In case of a declared emergency by the Mayor or CAO, employees will work as assigned.
5. The ECC will maintain a class seniority list in descending order where the most senior employee is listed first. If overtime is required in ECC, employees will be offered overtime work on a rotational basis from the seniority list. The first employee on the list will be the first to be offered overtime. If any employees on the list have been offered the opportunity to work overtime and they decline the offer, these employees will be placed at the bottom of the overtime list for that day.
6. If all employees on the list decline overtime, the shift supervisor will assign overtime on a rotational basis in reverse order of the ECC seniority list.
7. An employee who is on vacation or comp time cannot work overtime during their regular scheduled shift. The employee can work overtime before or after his or her scheduled shift.
8. Employees 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. Employees working overtime must fill out an overtime slip **when working in a different unit outside of ECC.**





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K. Prescheduled Overtime Program Guidelines

1. 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.
2. Prescheduled Calling
  - a. A sign-up sheet for employees interested in prescheduled overtime will be placed in the binder near the shift supervisor's control console every 10th day of the month.
  - b. The sign-up sheet will remain for seven days. A memo with the date and time for each employee to be called will be placed in the binder and sent to each employees email address. This process will be implemented in seniority order per union contract.
  - c. The shift supervisor will only call an employee once. It then becomes the responsibility of the employee to call back or come in to pick overtime slots.
  - d. The prescheduled overtime book will be closed for employees on the prescheduled overtime list for a period of forty-eight (48) consecutive hours beginning on the day overtime is called. The book will be opened and available to all employees at the end of the forty-eight hour (48) period.
  - e. When adding overtime after the preliminary sign-up for slots, shift supervisors will initial and date the overtime.
  - f. If a senior employee misses the shift supervisor's call and an employee with lower seniority picks the senior employee's slot, the senior employee will not be allowed to take any slots already selected from the less-senior employee. This requirement will apply to both closed and open book selections.
  - g. Once the prescheduled overtime is opened to all employees, seniority will not apply. Slots will be available on a first come, first served basis. Employees will be responsible for checking the book or calling in for available slots.
  - h. Each employee will be allowed to pick two (2) slots for each workday. 9-1-1 operators will be allowed to pick one (1) slot for each day. Dispatchers will be allowed to pick two (2) slots for each day.
  - i. Shift supervisors will not be calling employees at home on the employee's day off to fill prescheduled slots unless they have placed their names on the will-call list.
  - j. The number of slots available will vary from month to month. The number of slots each employee will be allowed to pick will be based on the number offered monthly.
  - k. Each selection will be dated with the sign-up date and initialed by the witnessing shift supervisor or the entry will be erased, invalidated, and re-offered.
  - l. Shift supervisors and cross-trained employees will 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 will apply.
  - m. If overtime is added to the prescheduled books after the preliminary sign-up time, shift supervisors will wait forty-eight (48) hours to sign up for the new overtime slots.



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3. Cancelling Overtime

- a. Employees will be allowed to cancel overtime within forty-eight (48) hours of their prescheduled overtime. A supervisor will sign and date as to the cancellation, and the overtime will be re-offered.
- b. A shift supervisor will be present to monitor the book and witness any sign-up so that each employee has an equal opportunity to choose the slots she or he wants. The book will not be removed from the ECC control station for any reason.
- c. Any changes to the overtime schedule made by the employee will be pre-approved by the shift supervisor and initialed by the approving shift supervisor. If there are no shift supervisor's initials, the employee will be held responsible for that shift if no one else takes the shift.
- d. If an employee's overtime is cancelled by the 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, a shift supervisor's overtime will be cancelled first before those of a 9-1-1 operator or dispatcher, regardless of the date of sign up.

4. Failing to Report for Pre-scheduled Overtime

- a. Failure to report for an overtime assignment may result in a pre-determination hearing and possible discipline, up to and including termination of employment. Discipline may also include preclusion from participation in prescheduled overtime shifts.
- b. Employees who are scheduled for duty and who have not reported will be considered absent without authorized leave and subject to the progressive discipline process.
- c. Employees are responsible for finding a replacement to cover their shift if they are unable to report.
- d. If unable to find coverage and the employee fails to report, the employee may be subject to the progressive discipline process which could include discipline and the removal from pre-scheduled overtime list after the appropriate pre-determination hearing is held.

5. Consequences for declining will-call overtime

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 will be removed from the will call list immediately after the fifth occurrence.



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L. Bidding Process

Bid procedures are set forth by the **union contract** and **bids** are held twice a year: January and July. The bid will be held during the first two weeks within the month and will take effect the first pay period following the bid. **Refer to Albuquerque Clerical and Technical Union Contract for further information.**

**1. The bidding procedure if no union contract is in place will be as follows:**

- a. The Chief of Police, or his designee, reserves the right to adjust any part of the process when necessary or in the best interest of the Department.**
- b. All bids will be scheduled two (2) weeks prior to the shift change.**
- c. Employees will be scheduled for an assigned time to bid.**
- d. The ECC manager or designee will be the contact person to receive all bids. Bidding will take place in ECC on a taped line.**

**2. All employees will choose one of the following methods for bidding:**

- a. They may bid in person during their scheduled, assigned time.**
- b. They may bid by telephone during their scheduled, assigned time. The employee must speak to the designee for the bid, and make sure current telephone number is correct and given to the designee as well. If the employee misses the telephone call from the designee, the employee will forfeit the scheduled time slot. The employee's name will go to the bottom of the list, at which time the employee will be placed at a slot that is open at the end of the bidding process, at the discretion of the designee.**
- c. They may bid by submitting a note card with their top three (3) choices of bid slots. The employee must understand that if this method is used and the choices for bidding are not available, the employee will forfeit his or her scheduled time slot place time slot and go to the bottom of the list. At this time the employee will be placed at a slot that is open at the end of the bidding process.**
- d. Illness or vacation will not be an accepted excuse for failure to submit or not being available for a bid.**

**3. Seniority Bidding**

- a. Shift assignments and days off will be determined by seniority. Seniority will be based on date of hire for each position, which are Telecommunicator I, Telecommunicator II and Shift Supervisor.**
- b. For example, if a Telecommunicator I promotes to a Telecommunicator II, his or her promotion date will be the new seniority date for bidding purposes as Telecommunicator II.**
- c. If an employee demotes within ECC, the demotion date to the different classification will be considered the seniority date. For example, if a Telecommunicator II demotes to Telecommunicator I, the new seniority date is the day she or he was demoted to a Telecommunicator I.**



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- d. The number of Telecommunicator II positions and Telecommunicator I positions per shift will be determined by the ECC manager.
- e. Trainees are not able to bid for a shift until they are released from training. Prior to that shift bid, trainees will be assigned to a shift as determined by the ECC manager.
- f. If a vacancy occurs between shift bids, the vacancy will be filled by the ECC manager. Refer to the Albuquerque Clerical and Technical Employees Contract.

M. Trades and Forces for Dispatchers and 9-1-1 Operators/NCIC

1. Trades—Contact the shift supervisor regarding shift trades.

2. Failure to Report for Trades

Pursuant to City Personnel Rules and Regulations, an employee who is absent from work without prior approval of the supervisor will be considered absent without authorized leave. Such leave will be subject to disciplinary action up to and including termination. For example, if the employee does not report for their scheduled shift without authorization to do so, they may be subject to the progressive discipline process.

3. Forces

- a. If the need for a force occurs on a shift, the shift supervisor will first force those on duty who are working their regular shifts, according to the Clerical and Technical Union Contract.
- b. In the event there are no available employees to force (for the various reasons including: all employees on shift have already worked 16 hours or they are already scheduled to work the next shift), reverse forcing will be implemented according to the Clerical and Technical Union Contract.
- c. Employees who have successfully completed training and have been assigned to a shift will not be forced during the first 30 days of assignment.

N. Email and Power DMS

1. Email

- a. Employees 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. Power DMS

- a. Written directives are issued by the Chief of Police in the form of three manuals-- General Orders, Procedural Orders, and Administrative Orders--which remain in full force and effect until amended or rescinded by the Chief of Police. These directives



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establish policies, procedures, and/or rules which affect the entire department. They are the most authoritative directives and take precedence over all other directives. Changes in these S.O.P.s are made in the form of Department Special Orders and/or revisions posted on the SOP section of the Power DMS system.

- b. All personnel of the department will have access to the General Orders, Procedural Orders, and Administrative Orders on city intranet sites and Power DMS.
- c. According to Department Administrative Orders, personnel are required to review Power DMS documents and videos within 15 days of release. Personnel are required to sign off on documents and videos within the 15-day time frame, but are encouraged to login to Power DMS each workday.

O. Court Appearances

1. ECC personnel may be required to appear at legal proceedings as part of their job responsibilities when properly notified by subpoena. All personnel directed to appear in court, pretrials, or M.V.D. hearings (Procedural Orders 2-04-3) must appear and be prepared to testify.
2. Department policy (Procedural Orders 2-04) is to ensure that personnel are properly notified of scheduled court cases and Motor Vehicle Division hearings in order to appear at the scheduled time properly prepared and attired.
3. Procedure for court appearance is as follows:
  - a. Employees will notify a shift supervisor upon receiving a work-related subpoena. A copy of the notification will be turned in to the shift supervisor, who will submit it to the ECC manager.
  - b. The original subpoena will be turned in to the courts at the time of the court appearance.
  - c. Cell phones and all electronic devices will be turned off or left in the employee's vehicle prior to the court appearance.
  - d. Employees are not entitled to receive a fee for appearing or testifying in relation to their official duties.
  - e. If the employee is required to appear in court in conjunction with or during on-duty time, the employee will be compensated at his or her regular on-duty rate of pay for the actual time spent at court. (This will be computed at overtime rate if the employee has in excess of 40 hours during the workweek affected.) The employee is responsible for entering court time on his or her timesheet.
  - f. For overtime worked for court appearance, procedures outlined in section 2-01 of the Procedural Orders manual will be followed. On completion of their appearance in court, personnel will obtain the time and the initial of the court clerk and the signature of the Court Liaison Unit officer on the overtime slip.
  - g. If the employee is required to appear in court during off-duty time and the time does not merge with their regular duty hours, the employee will receive a minimum of two (2) hours' pay for the court appearance.



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## 9-1-7 Administrative Procedures

### A. Emergency Communications Performance Measurements and Operational Statistics

#### 1. Performance Measurements

- a. The ECC will 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. This data is used to assess and establish the need for additional circuits, equipment, and personnel and will be used to identify both achievements and areas needing improvement.
- b. Furthermore, statistical reports for call volume and tracking activities provide for better call management.
- c. The statistical information is an effective tool used to implement or enhance the ECC Quality Assurance programs. Data collected and analyzed is provided to numerous resources such as the Chief, Mayor, City Council, and the State of New Mexico.

#### 2. Reporting Of Performance Measure Results

- a. The ECC personnel will track performance of telephone call service and will report statistics to the ECC manager on a regular schedule.
- b. These written reports on the center's performance will be provided to the Chief of Police on no less than a monthly basis.

#### 3. Personnel Responsible For Performance Measures And Statistical Reporting

The administrator, data coordinator and administrative assistant positions will be responsible for collecting, validating, analyzing and reporting performance statistics.

### B. Retention of Documents and Records

1. Retention of radio or telephone recordings of emergency and nonemergency calls received is 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 will be as listed in the most current Retention and Disposition Schedules for General Government Administrative, Finance, Personnel and Municipalities Records.
3. A log of all stored records and documents will be maintained by the administrative assistant, who is also the document coordinator.
4. A document retention and destruction form will be completed for each box containing stored documents and will list the contents and date of the documents and pre-established destruction date.



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5. All confidential documents scheduled for destruction must be shredded.
6. The ECC manager will approve the destruction of documents according to the retention and destruction schedule, and the signed approval form listing the documents and date of destruction will be filed in the administrative assistant/document coordinator's file cabinet.

C. Travel for Business

1. Travel instructions can be accessed at the City's Travel Sharepoint site.
2. If the employee is scheduled to attend meetings or training outside the City of Albuquerque, the employee is to follow the directives given to the employee by the shift supervisor, complete and sign all necessary documents, and submit them by the pre-established deadlines.

D. Inventory

1. Communications will maintain an updated inventory as required by the Property Management Unit.
2. Property Acquisition—when property is acquired, it will be recorded on the inventory list as required by the APD Property Management Unit.
3. Transfer of Property
  - a. When property is transferred from control of the ECC, prior approval of the ECC manager must be obtained.
  - b. The inventory list will be updated to reflect the transfer of property. Please refer to Administrative Orders - Department Property for proper procedures.
4. Special Inventories—the ECC staff will conduct special inventories as required by the Property Management Unit, or as directed by anyone in the chain of command.



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## 9-1-8 Equipment, Property, and Electronics

### A. City Issuance of Department Equipment and Property

1. Only City-issued or City-approved equipment will be allowed at the ECC.
2. All ECC personnel will be issued the necessary equipment to properly perform their assigned duties. This equipment includes but is not limited to:
  - a. Headset
  - b. Locker
  - c. ID/Access Card
3. All personnel are responsible for the property issued to them.
  - a. It is the employee's responsibility to maintain the condition of all issued property. Employees are to keep City-issued equipment clean and in good working order.
  - b. When issued property is damaged or stolen, personnel will advise the shift supervisor(s) for immediate replacement of the item(s) that are necessary for them to function in their particular job. In addition, a police report will be filed if or when an issued ID card key is lost or stolen.
  - c. When taking possession of new or replacement equipment, employees will sign and date on an equipment log.
  - d. All employees are responsible for having their assigned equipment with them at the start of their shift, prepared to work.
4. Headsets
  - a. All employees will be issued a headset for their own use.
  - b. Headsets will not be borrowed or loaned from one employee to the next.
  - c. Headsets will not leave the communications center. Each employee will store their headset in their assigned locker.
  - d. Employees 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 will 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 is to move to a new console and report the issue to the shift supervisor. The shift supervisor will advise IT through appropriate procedures.
5. Lockers
  - a. All ECC personnel will be issued a locker, and they are required to keep headsets and department manuals in it. All equipment must be kept in the locker when not in use. Do not take equipment out of the building.





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b. The locker must remain closed and locked when unattended.

6. ID/Access Key

- a. Each employee will be issued an ID/access card by the APD Personnel/Payroll unit upon being hired. ID/access cards will be kept in the possession of the employee at all times while in the Emergency Communications Center. ID/access cards are not to be loaned to anyone.
- b. Personnel will renew their identification cards as follows:
  - i. When promoted or demoted or job classification changes.
  - ii. When lost, stolen, unserviceable, or when a change of name occurs.

B. Telephones

1. Telephone Use

- a. City telephones are for official business use only and will be used in a professional manner. Employees will keep calls, including calls received from field officers, on a professional level. No harsh, obscene, or profane language will be tolerated. **Employees whose calls are found** ~~Any calls found~~ containing this language will be subject to disciplinary action.
- b. At no time will employees be allowed to make long distance personal phone calls from a City telephone. Collect calls are also prohibited.

2. Telephone System/Enhanced 9-1-1 System

- a. The ECC uses a multi-tier telephonic system that is comprised of voice-over IP phone lines for emergency and nonemergency. The system includes a component for a map and ANI/ALI.
- ~~b. The Automatic Number Identification (ANI) and Automatic Location Identification (ALI) functions of the Enhanced 9-1-1 display the caller who is unable to stay on the screen for land line and VOIP calls.~~
- b. **The Automatic Number Identification (ANI) is the automatic display of the telephone number associated with the line which called 9-1-1. Each telephone number and the physical location to which it corresponds are stored in an Automatic Location Identification (ALI) database. In a 9-1-1 call, the ANI is used to retrieve the caller's physical address from the ALI database. Additionally, the ANI acts as a callback number should the connection be lost to the caller.**
- c. For cellular 9-1-1 calls, the system displays the phone number, cellular vendor, and approximate location (x/y, latitude/longitude) of the caller.
- d. When placing outgoing calls, use the console's DN line.
- e. Employees must log off from the phone system when leaving the room.

C. Computer-Aided Dispatch System (CAD) General Description



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1. CAD is a computer system designed to enhance the operation environment of the ECC. While enhanced operation of ECC represents the most visible impact of CAD, the system provides benefits throughout the public safety community and ultimately to the citizens of Albuquerque.
2. The CAD establishes an operational environment where command and control activities are performed in an accurate and timely manner. The system uses technology as a tool in support of the personnel who carry out the critical functions of emergency communications in the City.
3. The CAD provides the capability to manage public safety calls for service. ECC personnel can readily access information and make appropriate decisions related to meeting the demand for police services.
4. The CAD supports police operations. Instruction manuals, which describe in detail the use of the system, are located on the CAD computer under manuals.
5. Additional resources are located in CAD in the NOTEQ files and include other agencies' locations and phone numbers. The information file (MN9) contains all department personnel including contact information (address and phone number).

D. CAD Event Forms (Incident Form) ~~Also see Forms section for copy of form~~

1. The CAD Event Form or Incident Form is used to record relevant information on each request for criminal and non-criminal calls 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 officer(s) assigned as primary and backup
  - g. Disposition or status ~~of~~ 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 years six months on a month-by-month basis.

E. Radio Communications

1. Radio System



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- a. The radio system in use for the City of Albuquerque is an 800 MHZ frequency radio system.
- b. The radio system is monitored and maintained by the Radio Communications division of the Technology and Innovation Department. Licenses are maintained by the Radio Communications.

2. Talk Groups

- |                  |                |
|------------------|----------------|
| a. APD All Ops   | i. APD SWAT    |
| b. APD Foothills | j. APD Admin 1 |
| c. APD Northeast | k. APD Admin 2 |
| d. APD Southeast | l. INT OP1     |
| e. APD Southwest | m. INT OP2     |
| f. APD Valley    | n. INT OP3     |
| g. APD Northwest | o. Event 1     |
| h. APD City Tac  | p. Event 2     |

F. Copiers, Fax Machine, Printers

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

G. Information Technology (IT)

1. Please refer to **General Orders, Use of Computer Systems** for information on Computer Responsibility, Access, Terminating Sessions, Equipment, Metropolitan Court Computer Access, Loading of Software and Computer files. Further regulations are found in the **Personnel Rules and Regulations, Automated Systems**.
2. IT personnel are the only persons 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. Definitions:
  - a. User = User of any 9-1-1 APD application. User can be 9-1-1 operator, dispatcher, NCIC operator, supervisor or Administration.
  - b. Supervisor = designated supervisor (or upgrade)
  - c. System = application software and hardware
  - d. Workstation = physical desk/location where system resides.
  - e. IT supported applications = CAD (this includes all Tiburon applications and servers), MAVERICK MAP, VESTA, ORION-VELA MAP, NCIC, RADIO, INTERNET, INTRANET, NEWMORN, SIG ALERTS, WEBMAIL, IPAD, WIRELESS ACCESS POINTS. Also included - any hardware issues with the applications listed.
4. User Responsibility



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- 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 without prior approval and/or direction from IT personnel.
- i. Do not remove the backs from consoles under the consoles. Power strips have been added to each console to accommodate such items as fans, small desk heaters, and small radios.
- j. Do not shutdown any IT-supported application in NCIC without prior approval and/or direction from IT personnel.
- k. Do not restart/shut down (or reboot) any computer. This is the physical restart of the hardware.
- l. Do not power down any computer.
- m. Report all IT-supported application software and hardware issues to supervisor for IT attention as soon as reasonably possible.
- n. The user must let the on-duty shift supervisor know of issue. The shift supervisor will then let IT support know. The user should not contact IT support directly unless directed to do so by the shift supervisor.

#### 5. Supervisor Responsibility

- a. When IT is on-site for support (0730 to 1630, Monday-Friday; subject to change), the shift supervisor can contact IT for any IT-supported application issues.
- b. MDS/MDT password changes: The shift supervisor can instruct the officer that the password will change at the shift supervisor's discretion (when time permits).
- c. If a vendor calls the on-duty shift supervisor for IT,
  - i. during normal IT-support hours (0630 to 1630, Monday- Friday; subject to change), the shift supervisor can transfer the call to the IT office phone; or
  - ii. during on-call hours (1630 to 0630 – swing and graveyard shifts), the shift supervisor can transfer the call to the IT office phone and list the call on the End of Shift report, unless advised by the vendor that it is a critical or system health issue, ~~then~~ the shift supervisor is to contact the on duty/on call IT member.
- d. If an officer calls for IT at any time, send the call to the IT voicemail or instruct the officer to call the City IT help desk.
- e. Equipment Issues section on all End of Shift emails should document the following for IT:
  - i. Workstation number (such as PCAD30)
  - ii. Affected application (such as IT supported-applications, Internet, Intranet, NewMorn, Sig Alerts, iPad issues, webmail)
  - iii. User account info (user's login and/or man #) from the user who encountered the error
  - iv. Time (approximation if necessary)



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- v. Issue details, such as error message if one is displayed, user operation that caused the error, or which technician was contacted

## 6. IT Personnel On-Call Procedures

- a. Emergency Situation: The following errors/application situations warrant IT support during on-call hours (list is subject to change):

- i. All lost connection messages (that is, Lost Connection to Message Switch)
- ii. Queues that continue to increase or have callers in queues
- iii. No calls coming into Vesta
- iv. No hits 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 VESTA, operating system, hardware support for the DP assigned consoles
- xii. Power outages

- b. Nonemergency Situation: The following errors/application situations do not necessarily warrant IT support during on-call hours. The shift supervisor can call IT support; however application/hardware fixes/repairs may not occur until next business day. The 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. Mark CAD or workstation down and list in End of Shift.
- ii. Errors or application issues with
  - ETS
  - ESP
  - Bait car
  - Printers (including NCIC)

## 7. Supervisor's On-Call Responsibilities

- a. Contact IT personnel per on-call schedule.
- b. If the IT on-call does not answer, leave message.
  - i. IT on-call has 30 minutes to make contact with supervisors regarding on-call situation (emergency and nonemergency).
  - ii. If 30 minutes passes and IT on-call has not contacted the shift supervisor, the shift supervisor should contact IT on-call again. The shift supervisor should also email the technician and technician's supervisor.
  - iii. IT on-call has another 30 minutes to make contact with shift supervisors regarding the on-call situation.
  - iv. If IT on-call still does not contact the shift supervisor, then the shift supervisor should contact the IT manager to escalate and resolve issue.



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8. IT On-Call responsibilities

- a. If the IT on-call does not answer the first call and a message is left by the shift supervisor,
  - i. the IT on-call has 30 minutes to call back; and
  - ii. the IT manager will be notified by the shift supervisors if escalation procedures are utilized by shift supervisors.
- b. IT support will determine if the problem is emergency or nonemergency and apply correct troubleshooting procedures. In a nonemergency situation, the IT on-call can ask the shift supervisor to mark the workstation 'down' and move the user.
- c. IT personnel will 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. Updates to the on-call schedule must be approved by the IT manager. The IT manager is to update the shift supervisors and administrators about the change.

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

1. The recording system is checked routinely 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 administrators and data and records coordinator receive email alerts when there is an issue that needs attention. Traditionally, the data and records coordinator follows up with the vendor during business hours and the administrators follow up on off-duty hours.

I. Equipment Breakdown Reporting

1. Advise the Shift Supervisor if equipment is not operational. Do not attempt to fix it yourself.
2. Shift supervisors are to report equipment malfunctions on the End of Shift report, including CAD and phone system issues, being sure to include the console position, the issue, and what action has been taken.

J. Building Alarm Procedures

1. There are three 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 (located in computer room)
  - c. Emergency Generator



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2. Shift supervisors will be familiar with these systems.
  - a. UPS - will indicate status of the system if the power to the building is interrupted. This is a monitoring system requiring notification of fire (AFD) personnel of the interruption.
    - i. All critical communications systems are routed through the UPS system.
    - ii. In case of power failure, immediately contact the on-call IT technician, the on-duty AFD 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. Silence the alarm once the location is determined, and notify AFD and the ECC manager.
  - c. Emergency Generator - The ECC is equipped with an emergency generator that provides electrical power in case of a power outage. This backup generator has a capacity of 550 kilowatts.
    - 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 is shared with the Fire Department, AFD is charged with testing the emergency generator.

K. Disruption of Emergency Communications Center Systems; Operations and Emergency Evacuation Plan

1. Purpose
  - a. The purpose of this plan is to provide for an orderly and systematic method of dealing with emergencies that may impact the ECC's ability to process and dispatch emergency calls.
  - b. The process covers any interruptions in the radio communications, CAD processing, phone line integrity, or emergencies within the ECC that require it to be evacuated.
2. 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, Albuquerque Fire Department (AFD) Fire Alarm Room lieutenant will assume command and begin the investigation of the extent of the emergency. The alarm panel will be accessed to locate the area of concern if it is not obviously apparent. Once the area of concern is located, the AFD lieutenant will investigate to determine the need for further action. The ECC



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- shift supervisor will be notified and kept updated on the findings of the investigation by the AFD lieutenant.
- b. In the case of a fire or emergency that will require immediate attention, the AFD lieutenant will notify the alarm room so that the proper police and fire response can be initiated. If the situation is extensive enough that it requires the evacuation of the building, then the evacuation will be done in conjunction with the ECC shift supervisor.
  - c. The Bernalillo County Communications Center (BCCC) will be notified as soon as possible during this process in order to allow them to prepare for the transfer of calls. The AFD lieutenant along with the ECC shift supervisor will then transfer the calls to the County by flipping the four (4) switches located on the second floor telephone room.
- L. Evacuation of the Consolidated Communications Facility (Emergency Communications Center, Emergency Operations Center, Fire Department)
1. In extreme circumstances where employees are put at risk-such as a fire, an unknown device, chemical fumes, or a serious natural disaster--the AFD Alarm Room lieutenant will immediately notify the Alarm Room so the proper police and fire response can be initiated.
  2. The building's alarm system will be manually activated by AFD, if not already in the alarm state.
  3. The Alarm Room lieutenant will be the designated Incident Commander and will notify the on-duty Emergency Communications shift supervisor of the need for evacuation. The supervisor will ensure the Emergency Communications manager or designee and the Chief of Police are notified in a timely manner of the evacuation order.
  4. The AFD Alarm Room lieutenant will ensure that all areas of the building are evacuated.
  5. All employees will, in an orderly manner, exit the ECC using the stairs located on the north and south sides of the building. Employees are to exit two at a time using a buddy system, ensuring safe exit for all from the building. Anyone not able to use the stairs will have assistance from the Fire Department. The evacuated people should stay on the sidewalks in order to ensure clear access by all responding emergency vehicles.
  6. All employees will 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. Here they will await further instructions. This area is known as the evacuation mustering location. The evacuated people should stay on the sidewalks in order to ensure clear access by all responding emergency vehicles.





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7. AFD/APD units will be dispatched to the Consolidated Communications Facility as quickly as possible to secure the center and/or scene.
8. Shift Supervisor Responsibilities When Evacuating APD Emergency Communications Center
  - a. The shift supervisor will
    - i. become familiar with this plan;
    - ii. notify and coordinate with the AFD and Albuquerque Police field supervisors;
    - iii. take the following items when exiting the building:
      - Evacuation suitcase
      - Call out book
      - Rolodex
      - Daily line up
      - Attendance book
      - Master key
      - Radios
      - Batteries
      - Supply of incident cards
      - Pens
      - City maps
    - iv. ensure that employees are all accounted for at the evacuation mustering site by checking off employee names using an employee list;
    - v. determine if dispatchers need to be deployed to the BCCC and or have field units dispatched to the Communications Center so dispatchers can use their vehicle radios to dispatch calls for service. Supervisors will ensure that dispatchers set up the talk groups as soon as possible;
    - vi. determine if 9-1-1 operators need to be sent to the Bernalillo County Communications Center upon briefing with the Emergency Communications manager;
    - vii. contact the BCCC manager to make appropriate arrangements for deploying personnel to the BCCC;
    - viii. send 9-1-1 operators to the BCCC as soon as they are briefed; and
    - ix. notify any units and any agencies that can offer assistance, such as BCSO, New Mexico State Police, and Rio Rancho Department of Safety.
9. Employee Responsibilities When Evacuating the Emergency Communications Center
  - a. Employees will
    - i. exit the facility along with their buddy and co-workers;
    - ii. familiarize themselves with this plan;
    - iii. follow the shift supervisor's instructions;



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- iv. notify the 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—After the ECC has been deemed safe by the appropriate agencies, employees may only re-enter the building if directed by the on-duty supervisor or the ECC manager or designee.

11. Non-Catastrophic Emergencies

- a. All emergency procedures should be coordinated with the AFD **Alarm Room lieutenant.**
- b. These procedures must be implemented in as little time as possible due to public safety concerns in the event of the 9-1-1 system being down.

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

- a. In the event that the telephone system malfunctions, the technical support personnel will contact the telephone company and submit a ticket for service.
- b. The shift supervisor will take the following actions:
  - i. Notify AFD Alarm Room lieutenant.
  - ii. Notify the ECC manager of the situation ~~also~~ to find out if/when to switch all 9-1-1 lines to BC**CC**.
  - iii. Notify BC**CC** of situation and advise of possibility of switching all of Albuquerque's 9-1-1 lines to their department.
  - iv. Once it has been determined to switch the 9-1-1 lines to BC**CC**, a shift supervisor will flip **four (4)** switches. The switches are located in the telephone room on the second floor of the ECC.
- c. The ECC manager or designee will determine if and when it is necessary to send APD Emergency Communications operator(s) to the Dispatch Center of the BC**CC** at 10401 Holly NE to assist in the answering of 9-1-1 lines. BC**CC** will be contacted to coordinate deployment of APD Emergency Communications staff to BC**CC**.
- d. If nonemergency lines are affected and it is necessary to deploy ECC staff to 311, the ECC manager will coordinate the deployment with the 311 manager, the ECC shift supervisor, and IT.
- e. The APD ECC shift supervisor will pick a designated channel/talk group from the 800 MHz frequency to use as the call relay between APD and BCSO.
- f. The dispatcher(s) assigned to work the designated channel will then create all calls into the CAD system.



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

- a. ECC shift supervisor responsibilities are to do the following:
  - i. Notify the appropriate technical support for help with immediate diagnosis of the problem. Technical support will then determine if Radio Communications personnel need to be contacted.
  - ii. Notify and coordinate with AFD and Aviation police.
  - iii. Notify the ECC manager of the situation.
  - iv. Check availability of back-up radios, located underneath each dispatch console. Check the NCIC radio and the hand-held radio that is located at control to determine if all are in working order.
  - v. If the use of back-up radios is not feasible, have field units dispatched to the center so the dispatchers may use their vehicle radios to dispatch calls for service.
  - vi. Advise all appropriate personnel when the 800 MHz system is functioning correctly.
- b. Dispatcher responsibilities are as follows:
  - i. Use the appropriate talk group/radio channel to dispatch the calls for service.
  - ii. Immediately do a time and service of all units on their talk group and be required to keep a log of their units either through 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 center to the dispatchers at the temporary dispatch location if field unit vehicle radios are being used.
  - iv. Notify the responsible area command of impending downtime of the talk group while the move from the center to the command post is being made.

14. CAD System Failure

- a. The shift supervisor **will** take the following actions:
  - i. Notify appropriate technical support for help with immediate diagnosis of the problem.
  - ii. Notify and coordinate with the AFD and Aviation police.
  - iii. Notify the ECC manager of the situation.
  - iv. **Ensure that all** dispatchers will advise their sergeant of the situation over their talk group.
  - v. Ensure dispatchers and 9-1-1 operators will switch to a manual dispatching system utilizing the incident cards.
  - vi. Assign runners who will take the cards from the operators to the dispatchers.
  - vii. **Ensure that** dispatchers will dispatch accordingly.
  - viii. Advise all appropriate personnel when the CAD is functioning correctly.
  - ix. When the CAD system is functional, ensure that the incident cards are entered into the system and filed appropriately, according to the retention schedule.



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## 9-01-9 Monitoring in the Workplace

- A. According to **the City's Telecommunications Usage Policy**, employees 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 employee without advanced notice as consistent with applicable state and federal laws.
- B. Telephone Lines and Radio Transmission
1. All telephone lines and radio transmissions in the ECC are recorded.
  2. All 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 which is monitored in the ECC.
  2. The camera and intercom enable the ECC personnel to have contact with visitors without permitting them access to the facility. Only authorized visitors will be permitted onto the ECC floor
- E. Recordings
1. Copies of recorded phone calls or radio transmissions may be requested by various agencies and citizens.
  2. The copies are generally provided via CD or email.
    - a. The Records and Data coordinator is responsible for the coordination of recordings maintenance and issuance as listed below. The coordinator will take the following actions:
      - i. Ensure all files, logs, printouts, and voice recordings for the ECC are maintained.
      - ii. Complete requests for data.
      - iii. Recycle and destroy any request forms after two years, and recycle and destroy transportable media and CAD printouts after three (3) years and six (6) months (3 ½ years).



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- iv. Maintain the sequester log and secured sequester cabinet. Master recordings in the secured cabinet will be retained as indicated by court ruling per case.
  - v. Coordinate reproduction of recordings and printout delivery to Records 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 should be included in each request:
    - Date, time, and by whom received
    - Request type
    - Printout, audio, or both 9-1-1 or dispatch
    - Requester's name, phone, and assignment
    - Recording method
    - Specific information to be researched
    - Incident or Police Report Number
    - Event type (10-code)
    - Date and time of incident
    - Location involved in incident
    - Names of parties involved (may request vehicle license #, officer's name & man #)
    - Pick up notification
  - ii. The Records and Data coordinator maintains and archives the CAD events (incident) information for three (3) years and six (6) months (3 ½ years). The information may be purged after three years and six months on a month-by-month basis.
- c. Sequestering Recordings/Sequestering Recorded Media
- i. Master recordings will be stored and preserved 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, a desk manual is kept on file containing steps that must be followed.



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## 9-01-10 Workplace Security and Facilities

### A. Cleanliness of the Workplace

1. The ECC is our work area. It is accessible by City staff and the public, and we have a responsibility to keep our work area clean and clear of clutter.
2. General Housekeeping
  - a. Light housekeeping is provided throughout the common areas of the ECC. It is the responsibility of each employee to maintain their work area in a safe and sanitary condition. Each employee is to clean their work area before the completion of their watch. **Example:** This means to clean the desk top of any crumbs, throw away any trash in the trash containers, and wipe down the work surface, including underneath the keyboard, with antibacterial wipes.
  - b. Employees need to maintain an awareness of the area and what needs to be in the room. Put newspapers and magazines away or pick them up to be placed in a trash container. Antistatic LCD screen wipes are available to wipe your computer screen only. They are not intended to be used every day, but if screen gets dusty or has fingerprints on it, use only the LCD wipes to clean the screen.
  - c. No items are to be stored on the top of the hall lockers. Report any locker issues to the shift supervisor.
  - d. Employees will keep their work area presentable at all times. Backpacks and other duffle bags brought into work will be kept under the console or in the drawer beside each console. Bags will not be placed in the walk areas. All bags will be taken home daily.
  - e. No personal grooming will be permitted at the consoles. This includes applying or removing cosmetics, combing hair, applying hairspray or cologne, clipping nails, applying nail polish, and flossing teeth.

### B. Breakroom Housekeeping

1. The breakroom is provided for the convenience of all ECC personnel, and each employee of the Center shares the responsibility for keeping it clean.
2. Each shift is responsible for the cleanliness and appearance of the kitchen during their shift.
3. All food and/or liquid spills are to be cleaned immediately. Crumbs spilled on the carpet shall be cleaned using the carpet sweeper provided in the kitchen.
4. Each employee is responsible for cleaning his or her own utensils used to prepare meals. All cups, plates, and other such items are to be washed and put away before leaving or placed in the dishwasher.



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5. All personal items left in the kitchen area and refrigerator will be labeled with the owner's name and date the item was placed in the refrigerator. Items without the owner's name and date on it may be disposed of without prior notice.

C. Food and Drinks At Workstation

1. Employees are required to have all drinks brought into the ECC in spill-proof cups with lids. If the employee is drinking out of a bottled or canned soda, it must have a spill-proof cap or have some type of lid that can be secured to the bottle or can. Carryout cups are not allowed in the ECC.
2. Employees are not to bring canned drinks onto the ECC floor. They must be poured into spill-proof cups before entering Communications.
3. Employees are allowed to eat food at their workstations as long as they keep their workstations presentable and clean up after themselves prior to being relieved.
4. If it is necessary to eat while at the console, the food container should be placed as far as possible from the keyboard or any of the electronic equipment.
5. Examples of some types of foods that will not be allowed on the ECC floor are as follows:
  - a. Any food or snack that has a shell on it, such as piñon, sunflower seeds, pumpkin seeds. If the shell has been removed prior to bringing into ECC, then it will be allowed.
  - b. Any food that is in liquid form that can be spilled onto your keyboard, such as soups and cereals.
  - c. Any food that needs to be peeled prior to eating, such as oranges, should be taken care of prior to bringing into the ECC.
6. Having food and drinks at the workstation is a privilege and if not handled responsibly the privilege may be restricted or lost entirely. Every infraction will be handled on a case-by-case basis and can ultimately lead to no food being allowed at your workstation. The shift supervisor also has the right to advise if a food is allowed or not allowed at the workstation. If an employee fails to follow these guidelines, disciplinary action will be taken.

D. Workplace Visitors – Access to APD Emergency Communications Center

1. Only authorized persons will be allowed to enter the ECC. All access to ECC will be secured at all times. Only those members who are authorized will be issued an access card to the building. This card is never to be shared with unauthorized users.
  - a. The ECC is a restricted area. Unauthorized persons must have permission from the ECC manager or designee. Persons having business to conduct within the ECC are to conduct such business by telephone or radio, unless authorized by the shift supervisor, the ECC manager or designee.



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- b. The ECC manager approves tours through the Communications Division in advance.
- c. The ECC is strictly prohibited to prisoners.

2. Citizen Academy participants, members of the media, job applicants and those individuals specifically approved by the ECC manager or designee may observe and obtain an overview of the ECC functions and responsibilities.

- a. Requests for observation will be submitted to the administrator who will submit a request for a wants/warrant check. At least 48 hours lead time must be provided.
- b. Upon clearance through NCIC, the administrator will notify the shift supervisor that the observer may be scheduled. Note: Scheduling may be done by either the shift supervisor or the administrator.
- c. Observers' attire must be neat and meet the minimum ECC dress code.
- d. Observers must be at least 14 years of age.
- e. Observers will not be permitted to take any photographs when monitoring, unless prior permission is obtained from the ECC manager or designee.
- f. Observers will not be permitted to use the CAD system, query through any system, or use the radio.
- g. Observers will be instructed that they cannot talk when the 9-1-1 operator or dispatcher is on the phone or radio.

E. Visits and Tour Groups

1. Arrangements can be made with the ECC manager or designee for visits and tours through the ECC.
2. Tours will normally be limited to a maximum of ten people.
3. Tours will be scheduled on day or swing shift only.

F. Family Members Visiting

1. Employees may bring their immediate family for a tour of the ECC during their off-duty periods for the purpose of orienting the family to the facilities and the type of work the employee does.
2. Prior approval from the shift supervisor is required.
3. The duration of the visit cannot exceed two (2) hours. Note: Exceptions can be made on a case-by-case basis by the ECC manager.

G. Family Members Observing

1. Because of the nature and violence of the ECC business, family members observing should be mature enough to handle the situations they might observe and understand ECC procedures. Observation time is limited to two (2) hours.





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2. Observations are limited to twice in a six-month bid period per family member. Exceptions can be made on a case-by-case basis by the ECC manager.
3. Family member observers must comply with the same guidelines as citizen observers, including a wants/warrant check. The administrator will coordinate the observation time and date with the shift supervisor.
4. Family member observers will be instructed that they cannot talk when the 9-1-1 operator/dispatcher is on the phone or radio.

H. Animals in Emergency Communications Center

1. Animals are not permitted in the ECC.
2. However, police service animals with their handlers and Pets Therapy for Employees Program animals are authorized.

I. Parking

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

J. Facilities Maintenance and Repair

1. Reporting Building Issues

- a. Employees are to notify the 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 shift supervisor will escalate the issue by email and/or in End of Shift Report to the ECC manager and administrators, unless it is an emergency. If it is an emergency, the ECC manager and Fire CIP will be notified.
- c. On nonemergency issues, a request will be entered in the Fire CIP system by the ECC manager or designee and an email will be provided to the shift supervisors and support staff explaining that the issue has been reported.

K. Safety and Security

1. The ECC is dedicated to providing efficient, reliable, courteous, responsive, and professional service to the personnel of the Albuquerque Police Department and to the general public. It is our commitment to continuously seek ways to improve the



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quality of response and assistance to the community while ensuring the safety of our personnel.

2. It is the policy of the Albuquerque Police Department to have guidelines in case of a bomb threat or a breach of security in the ECC.

a. Bomb Threats for the ECC

- i. The 9-1-1 operator will gather all pertinent information and create an incident for dispatch.
- ii. The dispatcher will dispatch units immediately and notify the field supervisor of the proper area command.
- iii. The ECC shift supervisor will be responsible for notifying the ECC manager and coordinate with AFD dispatch and other personnel within the ECC.
- iv. The ECC manager will determine whether the ECC is to be evacuated. The ECC shift supervisor will have the responsibility and will make the determination to evacuate during off-duty hours. If evacuation is necessary, the ECC shift supervisor will set up alternative communications between headquarters and mobile units and will immediately notify the ECC manager. See the Emergency Operations/Evacuation Plan SOP section 9-01-26 for further instructions.

b. Breach of Internal Security within the ECC

- i. The ECC shift supervisor will take the following actions:
  - Immediately account for all personnel working within the ECC.
  - Contact department personnel who are working in the building after-hours.
  - Advise the dispatcher to broadcast the situation on each dispatch frequency for the safety of any officer enroute to the ECC.
  - Notify the ECC manager as soon as possible.
  - Determine if the lieutenant for the area command should respond. If the lieutenant is unavailable, notify the sector sergeant for the ECC building.
  - Notify all affected personnel when the ECC has been declared secured and safe.
- ii. Under no circumstances will ECC personnel, including the supervisor, leave to investigate reports of unauthorized entries. It is the responsibility of the supervisor to maintain communications with the responding field supervisor.



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## 9-01-11 Standard Terminology

### A. Description of a Person

1. A description of a person shall be obtained in the following standardized order:

- a. Name
- b. Sex
- c. Race
- d. Age
- e. Height
- f. Weight
- g. Hair Color
- h. Eye Color
- i. Clothing (head to toe; outer to inner)
  - i. Hat
  - ii. Coat
  - iii. Shirt
  - iv. Slacks (pants, jeans, or other)
  - v. Shoes
- j. Extra identifiers that may set this person apart, such as distinguishing marks or tattoos, scars, limp, or other

2. The sequence is used when recording a description from a caller and broadcasting descriptions over the frequency.

### B. Description of Vehicle

Obtain the description of a vehicle in the following standardized order. Remember the word "CYMBALS" when describing motor vehicles.

- a. Color
- b. Year
- c. Make
- d. Body style
- e. Additional
- f. License plate number and Vehicle Identification Number when required
- g. State

### C. Phonetic Alphabet

The phonetic alphabet will be used for spelling out unusual names, persons, and locations, or when radio reception is poor.



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A	.....	Adam	N	.....	Nora
B	.....	Baker/Boy	O	.....	Ocean
C	.....	Charles	P	.....	Paul
D	.....	David	Q	.....	Queen
E	.....	Edward	R	.....	Robert
F	.....	Frank	S	.....	Sam
G	.....	George	T	.....	Tom
H	.....	Henry	U	.....	Union
I	.....	Ida	V	.....	Victor
J	.....	John	W	.....	William
K	.....	King	X	.....	X-ray
L	.....	Lincoln	Y	.....	Young
M	.....	Mary	Z	.....	Zebra

**D. Military Time**

Communications will follow a twenty-four hour clock also known as military time.

12:00 AM	0000	12:00 PM	1200
1:00 AM	0100	1:00 PM	1300
2:00 AM	0200	2:00 PM	1400
3:00 AM	0300	3:00 PM	1500
4:00 AM	0400	4:00 PM	1600
5:00 AM	0500	5:00 PM	1700
6:00 AM	0600	6:00 PM	1800
7:00 AM	0700	7:00 PM	1900
8:00 AM	0800	8:00 PM	2000
9:00 AM	0900	9:00 PM	2100
10:00 AM	1000	10:00 PM	2200
11:00 AM	1100	11:00 PM	2300



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E. APD Ten Code

1. The ten-code will be used when transmitting over the radio at all times. The ten-code list is provided on the following page.



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F. Acronyms, Abbreviations, Definitions

<b>COLORS:</b>		<b>PERSONS:</b>	
AME	AMETHYST (PURPLE)	AKA	ALSO KNOWN AS
BGE	BEIGE	AFA	ASIAN FEMALE ADULT
BLK	BLACK	AFJ	ASIAN FEMALE JUVENILE
BLN	BLONDE	AMA	ASIAN MALE ADULT
BLU	BLUE	AMJ	ASIAN MALE JUVENILE
BRO	BROWN	BFA	BLACK FEMALE ADULT
BRZ	BRONZE	BFJ	BLACK FEMALE JUVENILE
CAM	CAMOUFLAGE	BMA	BLACK MALE ADULT
COM	CHROME	BMJ	BLACK MALE JUVENILE
CPR	COPPER	DOB	DATE OF BIRTH
CRM	CRÈME/IVORY	DL/OLN/LIC	DRIVERS LICENSE NUMBER
DBL	DARK BLUE	HAI	HAIR COLOR
DGR	DARK GREEN	HGT	HEIGHT
DK	DARK	HVY	HEAVYSET
GLD	GOLD	IFA	INDIAN FEMALE ADULT
GRN	GREEN	IFJ	INDIAN FEMALE JUVENILE
GRY	GRAY	IMA	INDIAN MALE ADULT
HAZ	HAZEL	IMJ	INDIAN MALE JUVENILE
LAV	LAVENDER	JUV/10-30	JUVENILE
<u>LBL</u>	<u>LIGHT BLUE</u>	<u>MEFA</u>	<u>MIDDLE EASTERN FEMALE ADULT</u>
<u>LGR</u>	<u>LIGHT GREEN</u>	<u>MEFJ</u>	<u>MIDDLE EASTERN FEMALE JUVENILE</u>
<u>LT</u>	<u>LIGHT</u>	<u>MEMA</u>	<u>MIDDLE EASTERN MALE ADULT</u>
<u>MAR</u>	<u>MAROON/BURGANDY</u>	<u>MEMJ</u>	<u>MIDDLE EASTERN MALE JUVENILE</u>
<u>MUL/COL</u>	<u>MULTI COLOR</u>	<u>SFA</u>	<u>SPANISH FEMALE ADULT</u>
<u>MVE</u>	<u>MAUVE</u>	<u>SFJ</u>	<u>SPANISH FEMALE JUVENILE</u>
<u>ONG</u>	<u>ORANGE</u>	<u>SMA</u>	<u>SPANISH MALE ADULT</u>
<u>PLE</u>	<u>PURPLE</u>	<u>SMJ</u>	<u>SPANISH MALE JUVENILE</u>
<u>PNK</u>	<u>PINK</u>	<u>SKN</u>	<u>SKIN TONE</u>
<u>RED</u>	<u>RED</u>	<u>WFA</u>	<u>WHITE FEMALE ADULT</u>
<u>SIL</u>	<u>SILVER</u>	<u>WFJ</u>	<u>WHITE FEMALE JUVENILE</u>
<u>TAN</u>	<u>TAN</u>	<u>WMA</u>	<u>WHITE MALE ADULT</u>
<u>TEA</u>	<u>TEAL</u>	<u>WMJ</u>	<u>WHITE MALE JUVENILE</u>
TPE	TAUPE		
TRQ	TURQUOISE		
WHI	WHITE		
YEL	YELLOW		



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**VEHICLE STYLES**

1J	SINGLE ENGINE JET	HR	HEARSE
1P	SINGLE ENGINE PROPELLER	HS	HOUSE TRAILER
2J	TWIN ENGINE JET	HT	HARD TOP
2P	TWIN ENGINE PROPELLER	HY	HAY BALER
2D	2 DOOR AUTOMOBILE	LD	LOADER
2H	2 DOOR HATCHBACK	LM	LIMOUSINE
2T	2 DOOR HARDTOP	MB	MOTORBIKE
3D	3 DOOR TRUCK	MC	MOTORCYCLE
4D	4 DOOR AUTOMOBILE	MD	MOPED
4H	4 DOOR HATCHBACK	MK	MINIBIKE
4T	4 DOOR HARDTOP	MS	MOTORSCOOTER
AM	AMBULANCE	MT	MOTORCYCLE TRAILER
AR	ARMORED TRUCK	PK	PICKUP
BD	BULLDOZER	PL	PALLET
BH	BACKHOE	PM	PICKUP W/MOUNTED CAMPER
BP	BLIMP	PV	PAVER
BT	BOAT TRAILER	RD	ROADSTER
BU	BUS	SC	SCRAPER
CM	CONCRETE MIXER	SD	SEDAN
CP	COUPE	SE	SEMI-TRAILER
CT	CAMPING TRAVEL/TRAILER	SH	SHOVEL
CV	CONVERTIBLE	SM	SNOWMOBILE TRAILER
DP	DUMP TRUCK	SO	SNOW BLOWER
FB	FLATBED/PLATFORM TRAILER	SS	STREET SWEEPER
FL	FORK LIFT	SW	STATION WAGON
FT	FIRETRUCK	SY	SPRAYER
GG	GARBAGE TRUCK	TR	TRACTOR TRUCK
HA	HOT AIR BALLOON	TT	TOW TRUCK
HB	HATCHBACK	UT	UTILITY TRAILER/SUV
HE	HORSE TRAILER	VN	VAN, VAN TRAILER
HP	HELICOPTER		



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**VEHICLE MAKES (ABBREVIATED LIST)**

ACUR	ACURA	LAMO	LAMBORGHINI
AEAG	AMERICAN EAGLE	LEXS	LEXUS
AMER	AMERICAN MOTORS	LINC	LINCOLN-CONTINENTAL
ASTO	ASTON-MARTIN	LNDR	LAND ROVER
ATV	ALL-TERRAIN VEHICLE	MASE	MASERATI
AUDI	AUDI	MAZD	MAZDA
BENT	BENTLEY	MERC	MERCURY
BMW	BMW	MERZ	MERCEDES-BENZ
BMX	BMX MOTORCYCLE	MITA	MINI
BUIC	BUICK	MITS	MITSUBISHI
CADI	CADILLAC	MOC	MONTE CARLO
CHEV	CHEVROLET (CHEVY)	NISS	NISSAN
CHRY	CHRYSLER	OLDS	OLDSMOBILE
CLMN	COLEMAN (MOTORCYCLE)	PEUG	PEUGEOT
COOP	COOPER	PLYM	PLYMOUTH
DAEW	DAEWOO	PONT	PONTIAC
DAIH	DAIHATSU	PORS	PORSCHE
DAIM	DAIMLER	PTRB	PETERBILT MOTORS
DATS	DATSUN	RELA	RELIANT
DODG	DODGE	RENA	RENAULT
FERR	FERRARI	ROL	ROLLS ROYCE
FIAT	FIAT	ROV	ROVER
FORD	FORD	RROV	RANGE ROVER
GEO	GEO	SAA	SAAB
GMC	GENERAL MOTORS CORP	SATR	SATURN CORPORATION
GOKT	GO KART (MOTORCYCLE)	SCIO	SCION
HD	HARLEY DAVIDSON	SUBA	SUBARU
HOND	HONDA	SUZI	SUZUKI
HUMM	HUMMER	TOWN	TOWN & COUNTRY MFG.
HYUN	HYUNDAI	TOYT	TOYOTA
INFI	INFINITI	TRIU	TRIUMPH MOTOR CO.
ISU	ISUZU	TRUM	TRIUMPH MOTOR
JAGU	JAGUAR	VESP	VESPA
JEEP	JEEP	VOLK	VOLKSWAGEN
KAWK	KAWASAKI	VOLV	VOLVO
KIA	KIA MOTOR COMP	WINN	WINNEBAGO
KW	KENWORTH MOTOR	YAMA	YAMAHA





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**STATES**

AK	ALASKA	MT	MONTANA
AL	ALABAMA	NC	NORTH CAROLINA
AR	ARKANSAS	ND	NORTH DAKOTA
AZ	ARIZONA	NB	NEBRASKA (NE POSTAL)
CA	CALIFORNIA	NH	NEW HAMPSHIRE
CO	COLORADO	NJ	NEW JERSEY
CT	CONNECTICUT	NM	NEW MEXICO
DE	DELAWARE	NV	NEVADA
FL	FLORIDA	NY	NEW YORK
GA	GEORGIA	OH	OHIO
HI	HAWAII	OK	OKLAHOMA
IA	IOWA	OR	OREGON
ID	IDAHO	PA	PENNSYLVANIA
IL	ILLINOIS	RI	RHODE ISLAND
IN	INDIANA	SC	SOUTH CAROLINA
KS	KANSAS	SD	SOUTH DAKOTA
KY	KENTUCKY	TN	TENNESSEE
LA	LOUISIANA	TX	TEXAS
MA	MASSACHUSETTS	UT	UTAH
MD	MARYLAND	VA	VIRGINIA
ME	MAINE	VT	VERMONT
MI	MICHIGAN	WA	WASHINGTON
MN	MINNESOTA	WI	WISCONSIN
MS	MISSISSIPPI	WV	WEST VIRGINIA
MO	MISSOURI	WY	WYOMING

**PLACES**

ABQ	ALBUQUERQUE
BCSO	BERNALILLO COUNTY SHERIFF
DA	DISTRICT ATTORNEY
DEA	DRUG ENFORCEMENT AGENCY
DHOME	JUV DETENTION CENTER
EOD	EXPLOSIVE ORD DISPOSAL
FBI	FEDERAL BUREAU INVEST
HOSP	HOSPITAL
HSD	HUMAN SERVICES DEPT
MDC	METRO DETENTION CENTER
MVD	MOTOR VEHICLE DEPARTMENT
NCIC	NATIONAL CRIME INFORMATION CENTER
NMSP	NM STATE POLICE
VA	VETERANS HOSPITAL
VA units	VICTIMS ASSISTANCE UNITS



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**BODY PARTS**

L ARM	LEFT ARM	R HAND	RIGHT HAND
L EYE	LEFT EYE	R LEG	RIGHT LEG
L FOOT	LEFT FOOT	R SHLD	RIGHT SHOULDER
L HAND	LEFT HAND	R FOOT	RIGHT FOOT
L LEG	LEFT LEG	UL ARM	UPPER LEFT ARM
L SHLD	LEFT SHOULDER	UL LEG	UPPER LEFT LEG
R ARM	RIGHT ARM	UR ARM	UPPER RIGHT ARM
R EYE	RIGHT EYE	UR LEG	UPPER RIGHT LEG

**MISCELLANEOUS CODES**

ADVISE	ADV	LAST SEEN AT	LSA
AGGRAVATED	AGG	LAST SEEN HEADED	LSH
ANONYMOUS	ANON	LAST SEEN WEARING	LSW
APARTMENT	APT	LOCATION	20
ATTEMPT TO LOCATE	ATL	LOCATION	LOC/20
ATTEMPT/ATTEMPTED	ATT	LOSS PREVENTION	LP
BE ON THE LOOKOUT	BOLO	MISDEMEANOR	MISD
BOYFRIEND	BF	MOBILE/CELL PHONE	CELL 21
BREATHING	BREA	MOBILE DATA TERMINAL	KDT/MDT
BROTHER-COMMENTS ONLY	BRO	MOTHER	MTR
BUILDING	BLDG	NEIGHBORHOOD	41'HOOD
BURGLARY	BURG/27-5	NO OTHER DESCRIPTION	NOD
BUSINESS	BUSN	NO OTHER INFO	NOI
CALL BACK	CB	NORTH SIDE	NSIDE
CALLER	CLR	NORTHBOUND	NB
CANINE	K9	NOT BREATHING	NOT BREA
COMMERCIAL	COMM	OCCURRED	OCCD
COMPANY	COMP	OFFENDER	OFFN
CONSCIOUS	CONS	OFFICER OR MEET OFFICER	34
CONSCIOUS/BREATHING	CONS/BREA	PARKING LOT	PLOT
CRIMES AGAINST CHILDREN	CACU	PAY PHONE	PP/PAY 21
DAUGHTER	DTR	PEDESTRIAN	PED
DESCRIPTION	DESC	PLATE NUMBER	LIC
DIRECTION OF TRAVEL	DOT	POSSIBLE	POSS
DISCONNECTED	DISCON	PRIV OWNED VEHICLE	POV
DISCOVER/DISCOVERED	DISC	PRIVATE PROPERTY	PRIV PROP
DOCTOR	DR	RECEIVED	REC
DOWN AND OUT	D & O	REFERENCE	REF
DRIVER'S LICENSE/OPERATOR LIC NUMBER	DL/OLN	REQUEST	REQ
DRIVING WHILE INTOXICATED	DWI	RESIDENTIAL/RESIDENT	RESD
EAST SIDE	ESIDE	RESPONSIBLE PARTY	RP
EASTBOUND	EB	SECURITY	SEC
EMERGENCY ROOM	ER	SERGEANT	SGT



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<u>MISCELLANEOUS CODES (CONTINUED)</u>			
<u>ENROUTE</u>	<u>ENRT</u>	<u>SISTER</u>	<u>SIS</u>
ESTIMATED TIME OF ARRIVAL	ETA	SOCIAL SECURITY NUMBER	SOC/SSN
FATHER	FTR	SOUTH SIDE	SSIDE
FELONY	FEL	SOUTHBOUND	SB
FEMALE	FEM	SPECIAL WEAPONS & TACTICAL	SWAT
FOR YOUR INFORMATION	FYI	STANDARD OPERATING PROC	SOP
GIRLFRIEND	GF	SUBJECT	SUBJ
GRAFFITI	GRAF	SUSPECT	SUSP
HIT AND RUN	H & R	TATTOOS	TATS
HUMAN SERVICES DIVISION	HSD	TELEPHONE OR CALL	21
HUSBAND	HUSB	TIME DELAY	TD
IN CUSTODY	IN CUST	TRANSPORT/TRANSFER	TOT
IN PROGRESS	INPROG	UNCONSCIOUS	UNCONS
INDIVIDUAL	INDV	UNKNOWN	UNK
INFORMATION	49	UNKNOWN SITUATION	UNK SIT
INJURIES	INJS	UNKNOWN INJURIES	UNK INJS
INSURANCE	INS	VEHICLE	VEH
JACKET	JKT	VICTIM	VICT
JEANS	JNS	VICTIMS ADVOCATE OR VA HOSP	VA
JUST DISCOVERED	JUST DISC	WANTED	29
JUST OCCURRED	JUST OCCD	WEAPONS	WEAP
JUVENILE	JUV/30	WEST SIDE	WSIDE
LARCENY	LARC/27-6	WESTBOUND	WB



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## 9-01-12 Hiring and Recruiting

### A. Recruiting

Emergency Communications follows the lead of APD Human Resources (HR).

### B. Advertising (Posting)

1. Positions are posted on the City website at [www.cabq.gov](http://www.cabq.gov).
2. Human Resources traditionally posts an advertisement both internally (City employees) and externally (for the general public) for Telecommunications Operator I (C1/C1C) or just internally for Telecommunications Operator II (C2/C2C), unless otherwise specified.
3. Posting only occurs once the positions and job announcements are approved by the appropriate personnel.

### C. Prerequisites – both Telecommunications Operator I and II positions require a typing certificate from the Department of Labor with a passing score of 40 words per minute after subtracting errors.

1. The following minimum job experience for Telecommunications Operator I is required:
  - a. High school diploma or GED, plus thirty (30) credit hours of college-level course work in general studies, plus a combination of two (2) years multiline phone and/or customer service experience to include one (1) year computer user experience. Processing public service calls in a law enforcement, open space, or fire agency is preferred.
  - b. Related education and experience may be interchangeable on a year for year basis.
2. The following minimum job experience for Telecommunication Operator II is required:
  - a. High school diploma or GED, plus thirty (30) credit hours of college-level course work in communications, criminal justice, business or related field, plus two (2) years of receiving and processing customer service calls and/or radio communications experience. Law enforcement or fire agency telecommunications experience preferred.
  - b. Related education and experience may be interchangeable on a year for year basis.

### D. Interviews

1. Once the applications from APD HR for those who are qualified for the position are received by Emergency Communications, they are reviewed to ensure the qualifications are met.



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2. Applicants will be selected for an interview from the "Qualified" applicant list. Panel interviews are scheduled and conducted. APD HR is advised of the date, time, and location for the interview. Applicants are advised they must bring a copy of required certifications to verify the minimum qualifications are met.

E. Testing/Observation

1. Applicants will be asked to participate in applicable testing and the observation of an experienced employee.
2. The testing and observation are scheduled, conducted and coordinated by the ECC administrator.

F. Selection Process

1. Once the interviews and testing have been completed, all results are reviewed and the final selection is made.
2. The Human Resources representatives (APD and City) are contacted with the names of the finalists, and the hiring process begins.

G. Pre-Hiring Orientation and Background Packets

1. Finalists will be scheduled for a pre-hiring orientation to discuss expectations, answer questions about the position, provide details about the training phases, and discuss other related subjects.
2. An in-depth background investigation will be conducted.

H. Drug And Hearing Test

1. Once approved by City Human Resources (HR), applicants will be required to submit to a drug and hearing test completed by the Employee Health Department of the City or their designee.
2. Once the results of the drug and hearing tests are known, the applicant will be scheduled to attend a New Employee Orientation and instructed to get fingerprinted.

I. Fingerprinting

The new hire will be provided with instructions to get fingerprinted and to provide the date, location, and registration number once fingerprinting is complete.

J. New Employee Orientation (NEO)

Applicants will be advised of the date and location of the NEO.



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## 9-01-13 Training

### A. Introduction

1. The 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.
2. Prescribed training will 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 staff to ensure state certification is maintained and center objectives are met.

### B. New Hires

1. New hires complete a prescribed course of classroom training. The basic Telecommunicator training includes but is not limited to the following: Computer Aided Dispatch System (CAD) functionality and navigation, phonetic alphabet, use of 10-code, physical and vehicle descriptions, mapping, call priorities, basic call handling, and customer service.
2. After the classroom training, all new hires will receive on- the- job training which is accomplished on various shifts.
3. Trainees are evaluated daily and must meet all standards before being released from training. Trainers are full time 9-1-1 operators or dispatchers who have been selected and completed specialized training.
4. Trainees must attain a passing score before being considered prepared to perform their job at a high level of competence and released to the floor.
5. A new hire must successfully complete a one-year probationary period, unless they are a City employee who has already served their probationary time.
6. The 9-1-1 operators will receive approximately four to five months of training which will include NCIC (National Crime Information Center) instruction to become state NCIC certified. Operators will maintain their certification in NCIC and will be required to renew it every two years.
7. After successfully completing the 9-1-1 training dispatch trainees will receive initial dispatch classroom instruction prior to being assigned to dispatch trainers for an additional five to six months of on-the-job training. The dispatcher will also train in NCIC, become state certified by NCIC, maintain their certification in NCIC, and be required to renew it every two years.
8. The supervisor assigned to training has the authority to extend the training period to ensure the employee meets the guidelines of each phase. If a second extension is required, the ECC manager must be consulted.



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9. An operator or dispatcher must be certified by the Department of Public Safety as a Telecommunicator within twelve months after beginning employment.
10. During the probationary period, the trainee will attend the New Mexico Law Enforcement Academy Public Safety Telecommunicator Training Program. Upon completion of the training program, the trainee will be allowed to take the Public Safety Telecommunicator Certification Examination.

C. In-Service and Ongoing Training

1. Many opportunities are provided to attend specialized training in topics designed to develop skills needed for career development and to meet the needs of the Center. Topics can include courses such as Incident Command, Domestic Violence, and Active Shooter.
2. Certified 9-1-1 operators and dispatchers are required to maintain their Telecommunicator certification through regular in-service training and will receive a minimum of twenty hours of biennial training **biannually**. Yearly in-service training can be accomplished by attending state- or vendor-sponsored training courses, by attending in-house training conducted in the Communications Center, or by attending shared training given by other local police agencies.
3. The training supervisor will be responsible for tracking certification hours and coordinating, assigning, and/or conducting on-going training.

D. Remedial Training

1. Remedial training is used when an employee has been fully instructed or has sufficient experience in the performance of a task, but the employee either fails to perform or master that specific task or assignment or his or her performance is deficient in a specific area.
2. When a remedial training need is identified, the shift supervisor will complete a Performance Improvement Plan (PIP) as related to job performance, outlining specific goals, expected outcome, and consequences if the goals are not met. The PIP will be reviewed with the Emergency Communications manager. Upon the manager's approval of the remedial training plan, the training supervisor will work in conjunction with the shift supervisor to ensure goals are met.

E. Trainer Qualifications

1. The candidate must have worked a total of three (3) years in his or her current assignment in the Emergency Communications Center.
2. The employee must be on non-probationary status.



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3. The employee must 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
  - d. evaluations and recommendations from supervisor
4. The candidate will be interviewed by the training supervisor.
5. Trainers will be utilized as center training needs occur.

F. Trainer Requirements

1. Each trainer is required to meet the position/job description and expectations as listed below. The trainer
  - a. must have an excellent understanding of the Training Requirements and Expectations;
  - b. must be willing and committed to participate in helping candidates become successful;
  - c. must be accountable and trustworthy;
  - d. must be knowledgeable of the material;
  - e. must have effective communication and writing skills;
  - f. must have the ability to make decisions and deal effectively, efficiently, and harmoniously with personnel and other agencies;
  - g. must have the knowledge of additional resources;
  - h. must be prepared and motivated;
  - i. is required to conduct daily evaluations of trainees on a timely basis;
  - j. must attend all assigned training classes;
  - k. must attend all posted trainer meetings;
  - l. will train on Standards of Performance (SOP);
  - m. will follow the training phases per the training manual; and
  - n. will set up ride-a-longs for the trainees.

G. Trainer General Duties and Conduct

1. Trainers are to turn in their evaluations daily by the end of the shift. Do not give the evaluations to trainees to turn in. Trainees should turn in evaluations on their trainers at the end of each week.
2. Trainers should be sitting 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, an email is to be sent by the trainer to the training unit, the shift supervisor, and each temporarily-assigned trainer. The email must indicate how long the trainer will be away, what training arrangements have been made for





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the trainee, specifically which trainers have been temporarily assigned, the dates and list of tasks to be completed by the trainee.

4. **The trainer must give full attention to the trainee.** Trainers and trainees will not be working on any crafts, personal projects, text messaging, talking on cell phones, watching TV, having the speakers on for TV, using personal lap tops or iPads when training. **Failure to adhere to this order may result in progressive discipline.**  
**Exception: Use of city electronics for work purposes is allowed**



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## 9-01-14 Incident Processing

### A. CAD System

1. The CAD system will be used to enter calls for service. (See Equipment/Property and Electronics section for further information about the CAD.)
2. When entering calls for service in the CAD, follow the procedure per the training manual, as well as the Call Handling section. Following the appropriate format will make calls clear and easy to understand.

### B. Call Entry

1. Emergency Communications Center's policy is to be consistent in the documenting of CAD incidents and in recording information thoroughly and accurately, relating the incidents and unit histories to ensure operators are able to locate specific information when using the involvement (INV) command.
2. An incident will be created utilizing the CAD when a request for service is received. When creating an incident, the CAD automatically assigns a unique incident number and stamps the incident with the date and time of request.
3. Any occurrence requiring the dispatch of police or fire personnel will be considered a request for service.
4. Incidents will be created for any officer-initiated activity, with the exception of follow-ups not involving suspect contact. It is important to note, however, that officer-initiated activity involving an "out code-type status" will not result in an incident being created.
5. Incident numbers are utilized in calculating Calls for Service.
6. At a minimum, the incident is to contain the location, incident type, caller's name and contact phone number, and a brief narrative describing the incident. If the call is an emergency call, follow the Emergency Checklist and enter the information per protocol. If the location for a call or enter/advised call is unknown, the operator will use the main police station address as the address for the call.
7. Even if the caller wishes to remain anonymous, known information must be entered into CAD. A comment regarding their request should be placed directly following their name, such as SMITH, JOHN/ANON). A caller who wishes to remain anonymous will not be encouraged to provide their name based on a reassurance that it will be kept confidential.
8. Under routine circumstances, the incident will contain, but not be limited to, supplemental information relating to the incident, units assigned, requests or directions from the field, changes of location inquiries, and final disposition.



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9. Operators should be using the INV command to enter the name, description of an offender or person involved on each call. Be sure to include this information on the BOLOS.
10. When entering calls for service, suspect or offender information will be entered in the body of the call as well as in the subject information field.
11. When placing the caller's name on a call for service, follow protocol by entering the last name first, comma, and then the first name. Example: Goodman, Mark
12. When vehicle descriptions and plate information have already been added to the subject information field, it is not necessary to duplicate the information with the INV command. In addition, the operator should be putting a Y in the check box in the subject tab to run the plate for NCIC check.
13. Use only standard abbreviations, as provided in the Standard Terminology section, and the updated CAD abbreviations.
14. It is the responsibility of the 9-1-1 operator to review any hazard attached to the call for service for relevant information pertaining to the current call in progress. It is the responsibility of the dispatcher to review the hazard and to notify the dispatched officers of the information. Notifications to the officer may be via voice transmission, message, or telephone, depending on current protocol requirements. This procedure for hazards is mandatory and must be adhered to on every call created for dispatch.
  - a. When creating calls for service, the CE (call entry) hazard auto-populates with hazard information for that location or near the location. If there is more than one entry, you must review all entries for that location.
15. When an operator has to separate information on a call, a comma or dash may be used. Do not overuse your symbols or any other key to separate your information. All calls will be created in a professional manner using professional language.
16. When entering a call for service at an apartment complex, the apartment number and building number, if applicable, must also be added in the actual address field of the call, not just in the comments.
  - a. Example of correct apartment and building number entry  
  
Enter 4701 Irving NW #G/116 in order to ensure the proper history will be located for a specific apartment number. There is no deviation in how an apartment number is entered. This information is required for case and history lookup and detail.
  - b. Examples of what NOT to use



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4701 Irving NW #APTG/116 or 4701 Irving NW #G116, etc.

In addition, apartments with a building number that has the same beginning number as the apartment number, such as bldg. 16 apt#1601, will be entered as #1601. If the building and apartment numbers and letters are entered in this manner, the location will be too long and will not verify to any apartment number but rather will default to the location of the entire apartment complex as a whole.

The correct way to enter this information is 4701 Irving NW #1601.

- c. When entering a call, information can be added to the information field, but if this information is pertinent for the officer to see or is a business name, or contains other pertinent information, then that information must also be entered at the beginning of the comments in the body of the call as well as in the information.
- d. When wording calls, it is important to ensure all others who read the call information can understand who is involved. When referring to individuals on calls, you must distinguish whether the individual is a victim, offender, or other. If the person involved is being referred to as "subject (subj)," it is important that all parties who read the call understand who the word "subj" pertains to because a "subject (subj)" can be anyone, the victim, offender, witness, or other. It is also important not to continually repeat the names of the parties involved in the call. For example, do not write comments such as, "Bill stated that Jane is still in front of the house talking to the neighbor Paul, and Paul is still threatening Bill."

An acceptable way to enter the call is to state, "caller advising his wife is still in front of the house talking to 41 and 41 is threatening caller and caller's wife."

17. CAD Emergency Messages

- a. During high priority calls, dispatchers will add questions from the field directly into the CAD event. The questions will be phrased in a professional manner. Only one (1) question mark will be used.
- b. The 9-1-1 operator will place the answer in the remarks, which will ensure a quick return of information for the responding officer.

C. Enter/Advised Calls

- 1. An enter/advised call will be created regarding private/property tow, repossessed vehicles, and in any situation where it is determined that information provided should be documented but does not require an officer's response.
- 2. The disposition of Code 4 (cleared with no dispatch) and the involvement command will be required.



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D. CADS Hazard File

1. The Records and Data coordinator maintains the CAD premise and hazard files. These files denote a specific hazard at a specific address.
2. These hazards may include but are not limited to such things as subjects who have threatened suicide, an inordinate amount of firearms in the residence, prior SWAT call outs, or mental behavioral health problems that may endanger the resident or responding agency.
3. All hazards must have supervisor approval and use the CAD update form.
4. The CAD update form must have a complete description of person, to include any mental behavioral health issues, and any weapons at the residence. There must be a reason for the hazard included on the CADS update form.
5. A hazard may not contain any HIPAA-applicable information unless offered by the caller.
6. List of CAD Hazards

CE	Call entry – highest priority for officer safety
GC	Gate Code
PIP	Pre-incident Plan (building layout)
PHZ	Police Hazard
HM	Hazardous Materials
ECI	Emergency Contact Information
SEX	Sex Offender
APS	Schools located nearby
PPR	Police Prior incidents

7. Additional Fire Hazards

LS	Life Safety
FHZ	Fire Hazard
FPS	Fire Protection System
BC	Building Construction
BU	Building Utilities
AED	Automatic External Defibrillator
FPR	Fire Prior incidents

E. Involvement Command (INV)

1. The Involvement Command (INV) is an important tool used by Communications, the field, and investigative personnel to assist in investigations.
2. The operator receiving the information will be required to utilize the INV command.



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3. The INV command is used for these categories:

- a. People – names, DOB, and descriptions if known
  - i. Missing persons (include vehicle if involved)
  - ii. Offenders and possible suspects in any call
  - iii. Any person with a possible **mental behavioral** health issue (10-40s)
- b. Vehicles- plate, VIN, and description if known
  - i. Driven by possible suspects and/or offenders
  - ii. All stolen vehicle calls
  - iii. Repo's and Private Property Tows

4. The INV command will **not** be utilized for **victim names and/or vehicles** **or for juvenile victims of crime.**



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**9-01-15 Telecommunications Operator I (9-1-1 Operator) Responsibilities & Call Handling Procedures**

- A. The 9-1-1 Operator's key responsibilities are to do the following:
1. Answer incoming emergency and nonemergency calls using a multi-line phone system.
  2. Screen, evaluate, provide assistance, coordinate and disseminate critical information via specialized computer and communication systems, and/or refer calls to the appropriate person/department.
  3. Perform multiple activities simultaneously by responding to communications and events while maintaining precision, accuracy, and swift response times.
  4. Work in a team setting while receiving training and coaching from various sources.
  5. When assigned as the 9-1-1 "resource" operator, the duties will be as follows:
    - a. Ping cell phones for exigent circumstances when the location is unknown
    - b. Complete calls on 53 hold-ups
    - c. Handle extensive research and contact the citizen to complete the request.
- B. General
1. Correct telephone procedure ensures critical time is used efficiently and enhances public relations.
  2. These guidelines will be followed to ensure a high quality of phone interaction.
- C. Emergency Communications Center Phone Lines
1. The ECC receives calls from several sources. Operators are responsible for answering all incoming phone calls on the 9-1-1 emergency lines, nonemergency 242-COPS (2677) lines, and ring down lines.
  2. Calls must be answered in the following order:
    - a. 9-1-1 emergency lines through automated call distribution
    - b. Calls in queue (9-1-1 lines waiting to be answered)
    - c. Ring down lines (BCSO, State PD, and AFD)
    - d. Non-emergency lines (242-COPS) through automated call distribution
- D. Priority of Calls
1. The 9-1-1 operators and/or dispatchers evaluate the priority of calls as they are received. At any time, the operator can override the priority assignment. Four priorities



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are generally used in ECC to dispatch officers based on urgency.

2. Guidelines are as follows:

a. Priority 1

i. Priority 1 call definition

- felony that is in progress (occurring while the caller is on the telephone)
- immediate threat to life or property
- police and medical response required
- subject is violent or known to be violent
- weapons are involved

When a priority 1 call is received, the 9-1-1 operator will keep the caller on the line while obtaining location information, business name, offender information (including intoxication and medications), weapon information, vehicle information, and direction of travel.

- The 9-1-1 operator creates a call for service assigning the event type and includes a brief summary about the incident as soon as possible. The 9-1-1 operator will continue to gather information about the incident occurring and will add comments to the call. The 9-1-1 operator will keep the calling party on the line until the officers arrive at the scene.
- If the incident requires a police and medical response, the 9-1-1 operator will obtain enough information to dispatch police, and then will transfer the call to the AFD while staying on the line. The AFD dispatcher and the 9-1-1 operator will work together to gather information from the caller for both types of responses. (See Transferring Calls.)
- Priority 1 calls can be silent holdup/AWARE alarms, stabbing, shooting, etc.

b. Priority 2

- A priority 2 call is where there is no immediate threat to life or property; misdemeanor crimes. This also may include minor crimes in progress or incidents just occurred.
- The 9-1-1 operator will obtain information from the caller and will create a call for dispatch. The operator will inform the caller an officer will respond and end the telephone call.

c. Priority 3

- A priority 3 is any call in which a crime has already occurred with no suspects at or near the scene, routine events, and calls where there is no threat to life or property.
- The 9-1-1 operator will obtain information from the caller, create a call for service, and end the telephone call.

E. Proper Method of Answering Public Safety Telephones





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1. ECC employees will adhere to the following procedures when answering incoming calls.
  - a. Nonemergency Calls  
*Albuquerque Police, Operator #. How may I help you?*
  - b. Emergency Calls  
**9-1-1 Emergency**
  - c. Other external incoming lines will be answered promptly with the phrase,  
*Albuquerque Police, Operator #. How may I help you?*
  - d. Courtesy will be maintained by all employees at all times. Replies will be positive, brief, and businesslike, but not abrupt.
  - e. Employees will speak clearly and concisely.
  - f. The operator is the first contact for a citizen seeking assistance. It is important to portray a professional attitude and to obtain information necessary for the proper handling of the call.
  - g. If the operator's identity is requested by a citizen, only the man number is to be provided.
  - h. Use telephone etiquette on every telephone call. The call taker will 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.
2. Controlling the Conversation
  - a. The operator must control or "take charge" of the conversation. Many calls will be of an emergent nature, and the caller may be very excited, emotionally upset, or distraught. It is the responsibility of the operator to calm the caller and determine the need and who should respond.
  - b. To control conversations, the operator will
    - i. Make every effort to determine the need for service as quickly as possible.
    - ii. After the need for service has been determined, follow the appropriate checklist.
3. Answering Emergency Phone Calls
  - a. 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 APD Emergency Communications Emergency Checklist is mandatory. (See Forms Section.)
  - b. If the call is not an emergency but requires dispatch, the operator will create the incident before the call is disconnected. The operator will educate the caller to call 242-COPS with nonemergency situations.
  - c. ECC employees will keep officer and citizen safety first and foremost in mind during any conversation with a citizen, being continually alert to any situation that has the potential of being hazardous to the officer.
  - d. If the call is not of a police nature, the operator will supply the caller with the appropriate agency and telephone number.
  - e. The operator will always ask the caller if contact is needed. This must be noted in the call.



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- f. When additional phone calls come into the ECC, remarks will be added to the original CAD Incident.
- g. Ask the basic questions from the Emergency Checklist to determine what has occurred to provide enough information to dispatch units. Not all the questions are necessary in all cases; however, it is **mandatory** that the APD Emergency Communications Emergency Checklist form be followed to determine the key questions as well as when to submit the data.



**h.** Emergency Check List

# EMERGENCY CHECKLIST

1. Address of incident—Name of business or apt complex	
2. <b>BRIEF</b> description of event - As brief as possible	
3. Weapon (s)	
4. Description of vehicle, direction of travel, time delay	
5. Injuries? Paramedics needed?	
6. 10 code assignment and priority	
7. Offender description and location - If 43/55 needed tot	SUBMIT INFO
8. Alcohol or drugs involved?	SUBMIT INFO
9. Caller phone number	SUBMIT INFO
10. Caller name	SUBMIT INFO
11. Caller's address (if different)	SUBMIT INFO
12. Caller's involvement (victim, offender, or bystander)	SUBMIT INFO
13. Does the caller want contact?	SUBMIT INFO
14. Is the caller on scene or at a safe distance?	SUBMIT INFO
15. Check previous events/vehicle & hazard flags.	SUBMIT INFO
16. Disconnect according to protocol or when	SUBMIT INFO

i. Verify the caller's telephone number.

**Note:** For large business locations, PBX lines, banks, etc., the main office number and location will appear on the ALI screen and that location is not always where the police are needed. Be aware that the caller is not always at the location of the emergency.



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5. Nonemergency Checklist

a. Once a call is determined to be a nonemergency, the 9-1-1 operator will obtain the following information:

- Address of incident—Name of business or apt complex
  - BRIEF description of event - As brief as possible
  - Weapon (s)
  - Description of vehicle, direction of travel, time delay
  - Injuries? Paramedics needed?- If yes, refer to EMERGENCY CHECKLIST
  - 10 code assignment and priority
  - Offender description and location
  - Alcohol or drugs involved?
  - Caller phone number
  - Caller name
  - Caller's address (if different)
  - Caller's involvement (victim, offender, or bystander)
  - Does the caller want contact?
  - Is the caller on scene or at a safe distance?
  - Check previous events/vehicle & hazard flags. Submit Info
- Disconnect according to protocol or when appropriate.

c. ECC employees will keep officer safety first and foremost in mind during any conversation with a citizen, being continually alert to any situation that has the potential of being hazardous to the officer.

e. The operator will always ask the caller if contact is needed. This must be noted in the call.

f. When additional phone calls come into the ECC which are similar to other events already, remarks of this call will be added to the original CAD Incident.

g. If the call requires an officer to be sent, complete the event entry form on the CAD and submit for dispatch.

6. Verifying Addresses, Quadrant, and Phone Numbers

a. When an address and/or telephone number is given by the caller, the operator will always repeat the address (including apartment/unit number), quadrant (NE, NW, SE or SW), and phone number back to the caller.

NOTE: ANI/ALI will be a secondary means of verification of the address and phone number.



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**EXAMPLE**

**Caller:** I need to see an officer at 903 10<sup>th</sup>.

**Operator:** That's 903 10<sup>th</sup> Street SW? (State 10<sup>th</sup> as one, zero.)

(Operator is reading the address from the ALI display.)

**Operator:** Ms.\_\_\_\_\_, you are at 903 10<sup>th</sup> Street SW?

**Operator:** What is your phone number?

**Caller:** 255-5555

**Operator:** That number is 505-255-5555?

F. Transferring Calls

1. There are times when calls for service (CFS) are received by ECC that require a response from an area outside of APD jurisdiction.
2. The courteous and prompt handling of these calls is extremely important.
  - a. The operator will stay on the line when transferring a call and brief the called party about the incoming call.
  - b. Emergency Calls: When a 9-1-1 emergency comes into the center and needs to be transferred to another police agency outside APD jurisdiction, then do the following:
    - i. The 9-1-1 operator will determine jurisdiction from the information given.
    - ii. The 9-1-1 operator will advise the calling party of the transfer and not to hang up.
    - iii. When a 9-1-1 caller is transferred, the operator will advise the caller they are being transferred and that they may need to provide their address again to the other agency.
    - iv. The operator will ensure that the other agency obtains the correct address before releasing the call.
  - c. If ECC receives a call from a citizen, the operator is to appropriately verify the address and determine if the call is an Albuquerque Police Department (APD) or Bernalillo County Sheriff's Office (BCSO) call. If the call is for BCSO, it should be transferred to them. If for any reason the call comes back to us, accept the call and enter an event.
  - d. If APD or Bernalillo County (BCSO) transfers a call to the other agency and the jurisdiction is unclear or in conflict, the receiving agency will accept and enter a call for service.



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According to the New Mexico State Administrative code, "Callers to 9-1-1 may only be transferred once to another PSAP. If, after the transfer, the 9-11 caller is not connected to the appropriate PSAP, the receiving PSAP shall take all of the necessary information to

- i. handle the call and then contact the appropriate PSAP for response.
  - ii. It is not appropriate to make the citizens talk to various agencies multiple times.
  - iii. The operator must verify that the other agency is responding.
  - iv. The operator must verify that the other agency is going to call the caller or have the caller contact them.
  - v. Once the call in question is entered, the dispatcher will notify the field supervisor of the incident. It will then be the responsibility of the field supervisor to contact BCSO over the phone or on scene to discuss the jurisdictional issues. If it is a priority one call, the dispatcher will send an officer(s) and then advise the sergeant, so there is no delay in sending assistance.
  - vi. At no time will the word "refused" be used or indicated on the call or said over the air, regardless of the priority.
  - vii. The operator is to indicate what occurred, such as call transferred from BCSO, and advise the shift supervisor of the event number.
- e. Non-emergency Calls: All nonemergency calls received at APD 9-1-1 intended for another agency will require the operator to give the phone number for the agency needed and to ask the calling party to call the agency directly. If the caller is unable or unwilling to call the agency, **the operator is to** transfer the caller.
- f. 9-1-1 operators are not to transfer calls back into the call queue.
- g. When calls are received from a limited English proficiency (LEP) caller, it is acceptable to either transfer the caller to a 9-1-1 operator who has demonstrated fluency in a specific language and has approved current certification on file or to utilize an interpretation resource. (Refer to 2-01-15, G.) All other calls need to be handled by the initial 9-1-1 operator.
- h. It is critical to remember that no citizen will be told in a life-threatening emergency to hang up and contact the correct agency. The initial contact will always be made by the operator receiving the call.
- i. Transfers to the Albuquerque Fire Department (AFD) for Fire, Rescue, and/or Emergency Medical Calls for Service
- i. AFD operates a centralized emergency medical and fire dispatch service. AFD has the responsibility for control and coordination of emergency medical, fire crews, and vehicles.
  - ii. The following procedures are for calls that are received,, but are not immediately identifiable as criminal acts, such as shooting, stabbing, accidents with injuries, and similar:
    - The operator will determine the nature of the emergency when rescue or the fire department is requested. When fire or medical response alone is necessary, the call will be transferred to AFD. The operator can only disconnect after the address or location of the incident is determined by AFD. The 9-1-1 operator must advise AFD before disconnecting by stating "PD disconnecting."



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- In the event a distraught caller provides only the address and requests medical or fire response and disconnects, the operator will attempt a call back. If the call back is unsuccessful, the operator will notify AFD of the call and create a call for service. The comments will read that the caller disconnected the call and that the call is of an unknown nature.
- j. How to determine if an emergency medical call needs to be transferred to AFD – Confirmed Patient Dispatching
- i. Confirmed Patient Dispatching
- AFD does not respond to events where the patient isn't confirmed.
  - This means we need to have an observer present who can actually see the patient, such as an officer or citizen who is with the victim.

**EXAMPLE:** A family member in Iowa says their sister called from Albuquerque and said she was going to kill herself. In this instance, AFD will not be dispatching until APD is on-scene and it is clear for them to enter because we do not know if someone is really there.

Another example would be the neighbor who hasn't been seen for days and there are papers stacking up on the front door. Again, this isn't a confirmed patient so AFD wouldn't respond until requested by APD.

- ii. The best way to determine if the caller needs to be given to AFD is by asking, "Are you with the patient?" If the caller is not with the patient, the caller does not need to be transferred to Fire.
- iii. The 9-1-1 operator handling the call must advise AFD of an event needing an AFD response.

**EXAMPLE:** A shooting where the caller states there is a victim, but the caller is the neighbor who was asked to call. Many times we have a passerby who is unable to provide aid. Information should be collected for the Police response and then ask the question, "Are you with the patient?" If the answer is no, then call AFD and let them know to respond.

Please keep in mind that, often with medical calls, someone might be in the room next door making the 9-1-1 call and, in that instance, the caller isn't with the patient but is close by. In these instances, the call should be transferred to AFD.

Also, if your caller **is the patient**, the caller should be transferred to AFD.



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- k. When ECC is transferring a call to AFD,
  - i. hand off the call with **as little conversation** as possible so AFD can question the caller. Do NOT give AFD the address; let AFD question the caller as required by their protocol. Listen to make sure we have the address correctly. Only if the caller cannot speak should PD provide the address.
  - ii. Call/Response for AFD only: Say **"PD with a transfer."** PD will disconnect once the caller provides the address. This will tell AFD we are not responding, and they must call us back if a PD response is needed.
  - iii. Call/Response for Both AFD and APD: Say **"PD with a response."** PD will stay on the line to listen for safety concerns and to take the call back over once AFD releases the caller to us. The PD operator handling the call should determine if this is a call where a PD response is needed, and the operator should be entering a call for PD to respond while transferring the call.

#### G. Tracing/Pinging a Cell Phone

1. Some incidents require pinging a cell phone number due to exigent circumstances when the location is unknown. The 9-1-1 operator who receives the original phone call will send a message to the 9-1-1 resource operator requesting the ping.
2. If the 9-1-1 resource operator is already busy on a ping, they will advise the requesting operator and that requesting operator will complete the ping themselves.
3. Once a location is determined, a call for service will be generated.

#### H. Procedures for Taking Calls from Hearing Impaired

##### 1. TTY Device

- a. The device to access telephone services by persons who are deaf, deaf-blind, hard of hearing, or speech-disabled is known as a TTY (Teletypewriter). Formerly called TDD (Telephone Device for the Deaf) and TT (Text Telephone), the term has been changed to reflect the fact that not all users are deaf.
  - i. The TTY transmits the conversation in tones through the telephone line to another TTY. The other TTY receives the tones and translates them back into language and displays it on the TTY screen.
  - ii. TTY callers are not required to announce themselves when calling 9-1-1.
  - iii. It is imperative the operator recognize TTY signals and "silent" calls. A "silent" TTY call should be considered in situations where no disconnect or background noise is heard. A TTY transmission must be sent on all "silent" calls.
  - iv. TTY user language skills can range from strong English knowledge to American Sign Language (ASL) to minimal language skills (MLS). Deaf-blind callers need additional time to read Braille or to focus on a large visual display.





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2. Relay

a. Voiced Relay Service

- i. In instances when persons who are speech or hearing impaired do not have TTY machines or have failed to reach 9-1-1 directly using a TTY machine, the caller may use a relay service.
- ii. The APD ECC may receive telephone calls from New Mexico Relay, a state service providing the hearing and speech impaired community with operators who are equipped with a TTY. The relay service voices what the TTY caller types and then types back what is verbalized. The relay operator is not allowed to make any comments or answer any questions. They are required to repeat verbatim exactly what the 9-1-1 operator says to the caller and to repeat back the response word for word.

b. Video Relay

- i. VRS (video relay service) calls are made using a computer and video camera to a trained operator who uses sign language to interpret the call. Internet Protocol IP calls are made using other electronic devices, such as PDAs and wireless keyboards. VRS/IP calls are handled by a trained ~~Communications Assistant (CA)~~ relay operator.
- ii. The CA relay operator relays any background visual and auditory information. The calls are routed to the PSAP based on location data obtained in a preregistration program. Like VoIP calls, if a caller makes a mobile 9-1-1 call and has not notified the service provider of their new location, the call will be routed based on the registered location. For example, if a person were registered at address in Colorado but travels to New Mexico on vacation, any 9-1-1 call would be routed to the PSAP in Colorado. Once registered numbers are issued a unique 10-digit number, the number will display as a call back number on the ANI/ALI screen.

3. Voice Carry Over (VCO) and Hearing Carry Over (HCO)

- a. Some callers have the use of speech and will use Voice Carry Over (VCO). This means the caller is able to speak directly into the telephone, but the 9-1-1 operator needs to type back on the TTY.
- b. In cases where the caller is able to hear, but not able to speak, they may use Hearing Carry Over (HCO). This means the caller will type on the TTY, and the 9-1-1 operator will speak to the caller to reply.

4. Receiving a TTY call

- a. In compliance with Federal Mandate 101-336, also known as the *Americans with Disabilities Act*, all silent calls must be challenged to ensure that a TTY/TDD 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.
- b. This must always be done before disconnecting.



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5. Transferring a TTY call

- a. When connecting a TTY caller to another agency such as AFD 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.
- b. 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.

6. Training/Testing

Each call receiver (9-1-1 operator and dispatcher) receives initial training on the telephone system, including TTY usage.

I. Limited English Proficiency (LEP) and Interpretive Services

1. ECC's policy is to provide timely assistance to non-English speaking citizens requiring an emergency response. This is accomplished through the services of any employee who has demonstrated fluency in a specific language and has approved current certification on file in that language or through the use of Interpretive Services.
2. When communicating with an interpreter and a non-English speaking citizen, use easily understood vocabulary with simple sentence structure. Be patient with interpretation that involves letters and numbers.
  - a. When possible, avoid using children and other family members to interpret. While children and other members of the family can often provide valuable information as a reporting party, it is never safe to assume that a family member of a caller could suddenly replace a qualified, professional interpreter. Even if the family member speaks English well, he or she may not be fully proficient in the other language and may lack interpreting skills. More importantly, a family member's emotions may prevent them from remaining detached and neutral, which is essential to the interpreting process. By using a neutral party to interpret, such as a certified employee or the interpreter, valuable information might be gained that would not be disclosed by the caller when a family member is acting as the interpreter. For example, a caller might be unwilling to mention sexual assault if a family member, especially a child, is being used to interpret. To provide the most accurate and neutral information possible, and to protect the caller's family from further emotional trauma, it is preferable to conference-in a professional telephone interpreter
  - b. When a call from a non-English speaking citizen is received, the 9-1-1 operator will try to determine the language being spoken. If it is a language for which ECC has certified operators and the operator is on duty and available, the 9-1-1 operator will immediately transfer the caller to the certified employee within the 9-1-1 ECC who will handle the call.
  - c. If there are no certified employees available to take the call, the 9-1-1 operator will immediately conference the call with the Interpretive Services for assistance. While



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transferring the call, the operator may attempt to get some information regarding the location and nature of the call. When the call is answered, identify the language needed. If the language is unknown, the Interpretive Services operator will try to determine what language the caller is using and connect to the appropriate interpreter.

- d. Once the Interpretive Services interpreter has been conferenced in on the call, the interpreter will be asked to relay from the non-English speaking caller what is occurring with the call and to stay on the line until the call is complete. The 9-1-1 operator will ask brief and concise questions. The preferred method is to speak directly to the caller, using the first person. For example, say "Where is your emergency?" instead of "Where is his emergency?" to the interpreter. By using direct speech, the call length is decreased, misunderstandings are prevented, and confusion can be eliminated about who is saying what to the interpreter.
- e. Retain control of the call. If the 9-1-1 operator says, "Go ahead, interpreter," or "Find out why she's calling," the operator is temporarily giving control to the interpreter. Instead, direct questions to the caller as if he or she speaks English, so that the 9-1-1 operator can state the questions to the caller through the interpreter. Phrase the questions using direct speech the same way they would be phrased when speaking to an English-speaking caller. The interpreter will render the 9-1-1 operator's words exactly as expressed.
- f. After each question, the interpreter will relay the question to the caller in their language and, in turn, convey the answer back to the 9-1-1 operator in English. As information is made known, the event priority will be upgraded or downgraded appropriately. If applicable, AFD will be contacted.
- g. When conveying important information to the LEP caller, the 9-1-1 operator is to check for understanding. If something stated by the interpreter indicates that the caller might not have a full understanding of the question, remember that the interpreter is merely rendering exactly what was stated. When this happens, the 9-1-1 operator must restate the question to the caller in a different way, and again, the interpreter will convey exactly what the operator says. To verify that the LEP caller understood, the 9-1-1 operator may ask the caller to repeat information back in his or her own words.
- h. In the event that the connection with the Interpretive Services is delayed or the interview is not progressing expediently, a welfare check will be created. If the caller disconnects, the 9-1-1 operator is to call back with the interpreter on the line as quickly as possible.
- i. The Interpretive Services interpreter will remain on the line and the services utilized as long as necessary to conclude the call safely.

J. Calls to be Referred to 311 Citizen Contact Center

1. The 311 Citizen Contact Center is a centralized call center for the City of Albuquerque. The 311 service is a single telephone number for all nonemergency City of Albuquerque inquiries and services. 311 representatives answer questions and respond to requests for service.



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2. Some of the areas that the 311 Citizen Contact Center covers either on the phone or on-line are as follows:

- a. Abandoned vehicles
- b. Barking dogs
- c. Business
- d. Education and employment
- e. Elections, records, and city government
- f. Unsafe drivers
- g. Graffiti sightings
- h. Housing, property, and construction
- i. Parks, recreation, and entertainment
- j. Pets and wildlife
- k. Taxes and payments
- l. Trash and recycling
- m. Reports about weeds
- n. Transportation, streets, and sidewalks (example – potholes)
- o. Police officer driving complaints

3. When receiving a call that concerns a matter that 311 handles, the call taker will inform the caller that they need to call 311 (or 768-2000) and politely disconnect the call.

4. 311 Citizen Contact Hours

Monday through Saturday: 0600 – 2100

Sundays: 0900 – 1800 (for animal welfare and fixed bus times calls)

K. Calls Referred To The Telephone Reporting Unit (TRU)

1. There are some instances where the calling party requests a report, but a police officer's presence is not required. Refer this type of call to the Telephone Reporting Unit, a substation or on-line reporting ([cabq.gov/police](http://cabq.gov/police)). (Double check [cabq.gov](http://cabq.gov) website for hours of operation). TRU does not take reports with offender information or accident reports over the phone.

2. Below is a list of calls that are referred to TRU. The following will not take precedence over the desire of the calling party to have a patrol unit dispatched to the scene.

a. Auto Burglary

- i. If the window was broken and the offender reached into the vehicle and took items in plain sight
- ii. If requested by the victim (due to inability to wait for an officer)
- iii. If requested by a field services or criminalistics supervisor

b. Auto Theft (not recovered)



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- c. Bill skips (gas and restaurant)
- d. Burglaries (commercial or residential)
  - i. when the offense occurred 48 hours prior to calling the TRU
  - ii. when the scene has been disturbed by someone other than the offender
  - iii. when it is unknown how the offender gained entry
  - iv. if items were stolen from a garage when the door was left open
  - v. if requested by the victim
  - vi. if requested by a field services or criminalistics supervisor
- e. Fraud/Forgery/Identity Theft cases
  - i. when there is no suspect information
  - ii. when the victim wants to report his or her identity has been used for illegal activity
  - iii. when there is not collectible evidence
- f. Informational Reports
- g. Larceny (no suspect information)
- h. Lost items (such as cell phones, purse)
- i. Missing persons over the age of 17 with no mental or physical incapacity
- j. Offense reports (such as the reporting party desires a report for insurance purposes)
- k. Runaways over the age of 12 with no mental or physical incapacity
- l. Supplemental to an original report not in need of further on-scene investigation
- m. Tampering with a motor vehicle
- n. Vandalism or criminal damage (no suspect information)

3. TRU will not take reports on the following:

- a. Accident reports
- b. Metal theft reports
- c. Reports with suspect information (exception – shoplifting reports from ARAPA)
- d. Theft or loss of state- or government-issued identification cards, driver's licenses, birth certificates, and social security cards
- e. Theft or loss of passports, international identification cards, or other foreign documents (Refer caller to the issuing county or agency.)
- f. During hours when TRU is not open
- g. Calls that pose any threat to safety (will be dispatched to a field unit)

4. On-line reporting services offered are listed below. The on-line reporting will not take precedence over the desire of the calling party to have a patrol unit dispatched to the scene.

- a. Auto burglary
- b. Lost property
- c. Telephone harassment
- d. Theft or larceny
- e. Vandalism
- f. Vandalism of a vehicle



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L. Calls Referred To Substation

Types of calls referred to the substation include the following:

- a. Citizens needing assistance with 'walk-in' reports that need to be documented
- b. Caller from an established Neighborhood Watch contacting a Crime Prevention Specialist
- c. Lost and found ID cards and driver's licenses
- d. Obtaining an Unattended Vehicle Permit
- e. Vehicle accidents

M. Law Enforcement Center

1. Refer callers who wish to obtain traffic accident reports in person to the Law Enforcement Center.  
0700 – 1700 Monday – Friday  
400 Roma NW
2. For online traffic accident reports, refer caller to [cabq.gov/police](http://cabq.gov/police) to register an account and obtain a copy of a traffic accident report. There is a fee for the report.

N. Telephone Techniques

1. 9-1-1 operators are often the first and, in some cases, the only contact that citizens have with their local government.
2. Citizens calling for assistance may be upset and, as a result, may be abusive toward the operators.
  - a. The operators must not become emotionally involved in the caller's state of mind. They are to expect some abuse or hostility from some callers, and some ~~will~~ may be nearly inarticulate. The operator must be, and is expected to be, civil, courteous, and firm, when necessary.
  - b. It is important for ECC employees to be the citizen's advocate and create a call for service regardless of whether the caller is:
    - i. a small child;
    - ii. mentally ill;
    - iii. at a facility such as a hospital;
    - iv. an elderly person; or
    - v. a person whose behavior on the phone is unusual and rude or disruptive.
      - Calls from children and the elderly may require special handling. A child caller may be afraid or confused. An elderly person may be hard of hearing, confused, or have physical limitations.
      - Use skilled questioning techniques in order to prompt these callers for additional information. In the event that the interview is not progressing expediently, or not enough information is produced for a response, or doubt



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remains as to the nature of the call, and/or important questions go unanswered, a welfare check will be created.

- c. The operator will not hang up on a caller, even if the caller is using abusive language. If the call continues to escalate, the operator should notify the shift supervisor who has the discretion to take over the call.
- d. The operator's demeanor in many cases has a calming effect on a distraught or frantic caller. A professional demeanor can mean the difference between success and failure to render aid, and in some cases, the difference between life and death. Empathy should be used when speaking with a caller. The operator should acknowledge and be aware of the citizen's situation and emotions. The operator will not sound patronizing to the citizen.
- e. The operator will need to speak clearly, politely, and calmly. Due to the tension and adversity under which many calls are made, the operator must be aware that the abusive demeanor is not directed at him or her personally.
- f. Using the CAD, 9-1-1 operators should keep themselves informed of conditions in the field that may result in the delayed arrival of a field unit and inform the callers of the delay.
- g. The operator should not make any commitments to the citizen. If a commitment is made, add comments to the incident for the dispatcher and the officer who is expected to meet the commitment.
- h. When talking to the public or with other agencies, do not use slang terminology, ten codes, or other technical terms.

O. Referring Calls Based On Jurisdiction

1. Jurisdiction of Albuquerque Police Department

- a. The Albuquerque Police Department is charged with the enforcement of City Ordinances, Statutes of the State of New Mexico, and Statutes of the United States.
- b. The Albuquerque Police Department is a law enforcement agency of general jurisdiction within the corporate limits of the City of Albuquerque.
- c. The Chief of Police or his designee may agree to extend the jurisdictional boundaries in areas of mutual interest with the county and/or state properties.

2. Jurisdiction of APD Open Space

- a. APD officers assigned to Open Space will be subject to responding to all law enforcement calls for service in that area.
  - i. ECC dispatch will voice and digitally dispatch law enforcement calls to officers assigned to Open Space.
  - ii. APD Open Space officers will call out on the assigned APD dispatch channel when dealing with a law enforcement situation.
  - iii. If an APD Open Space officer receives a law enforcement call from Open Space dispatch, the officer will call out and advise APD dispatch of the location together with any additional information.



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- b. The on-duty or on-call Open Space supervisor will be contacted when requests are made for the following services:
  - i. Hovercraft
  - ii. ATVs
  - iii. 4x4 wheel drive vehicles, search and rescue equipment
3. Jurisdiction of Bernalillo County Sheriff's Office
  - a. The Bernalillo County Sheriff's Office is charged with the enforcement of County Ordinances, the Statutes of the State of New Mexico, and the Statutes of the United States.
  - b. It is a law enforcement agency of general jurisdiction throughout Bernalillo County, including the City of Albuquerque, and exclusive of Federal Reservations.
    - i. All calls for service outside the City of Albuquerque, but within Bernalillo County, are referred to the Sheriff's Office. Again, if the caller is in Albuquerque and states the incident occurred in the County (or another jurisdiction), it is the point of occurrence that should be followed unless there are safety concerns for the caller or the likely apprehension of a suspect.
    - ii. The Sheriff's Office executes civil process within Bernalillo County. Albuquerque Police Department policy forbids the execution of civil process by officers, with the exception of serving Orders of Protection for Domestic Violence.
    - iii. Ordinances of the County of Bernalillo are not valid within the corporate limits of the City of Albuquerque. However, deputies may enforce the Ordinances of the City of Albuquerque within the corporate limits of the City.
    - iv. In accordance with an MOU between BCSO and Southwest Indian Polytechnic Institute (SIPI), located at 9160 Coors Blvd. NW, BCSO responds there to calls for service as does AFD for EMS/Fire calls. APD will assist BCSO on Priority One calls only. In the event APD receives a Priority One call for service for SIPI, a call will be created and dispatched until BCSO responds.
4. Jurisdiction of New Mexico State Fair Grounds, Expo NM, and the Downs Racetrack and Casino Located on the State Fair Grounds Property
  - a. The New Mexico State Fair Grounds are within the city limits but outside the jurisdiction of the Albuquerque Police Department and the Bernalillo County Sheriff's Office. The New Mexico State Police (NMSP) is the only law enforcement agency having general jurisdiction there. AFD responds to calls for EMS/Fire.
  - b. No APD police unit will be dispatched to the State Fair Grounds without the permission of the NMSP sector sergeant.
  - c. The New Mexico State Police and the Gaming Commission have jurisdiction over the Downs Racetrack and Casino. When the ECC receives a call for this area, the call should be transferred to the State Police dispatch center. They will contact the Gaming Commission when appropriate.





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5. Jurisdiction of New Mexico State Police

- a. The New Mexico State Police (NMSP) has general jurisdiction throughout the State of New Mexico, excluding Federal Reservations. The NMSP also exercises jurisdiction on Indian land. The Bureau of Indian Affairs has issued NMSP officers a commission.
- b. NMSP is charged with the enforcement of the Statutes of the State of New Mexico and the Statutes of the United States of America.
- c. Refer all traffic accidents occurring outside the corporate limits of Bernalillo County to the NMSP.
- d. Refer reports of criminal violations outside of Bernalillo County, areas where the property jurisdiction cannot be readily determined, areas where the proper agency cannot be contacted, or areas where the incident has occurred on Indian lands to the NMSP.
- e. State land is defined as real property owned by the State of New Mexico. In some instances, the State of New Mexico has retained jurisdiction over this land, such as the Department of Motor Vehicle Offices and sub-outlets.

6. Jurisdiction of UNM Police

- a. The University of New Mexico Police Department has general jurisdiction on lands owned by the State of New Mexico which are under the control of the University of New Mexico. This area is outside the jurisdiction of APD.
- b. UNM Police Department will be responsible for calls for service on UNM campus.
- c. The City of Albuquerque and the University of New Mexico have a joint agreement allowing APD to enter UNM property upon the request of UNM officials. Refer any such request to the sector sergeant.

7. Jurisdiction of Federal Agencies

- a. The United States Law Enforcement Agencies exercise jurisdiction only over offenses committed against the United States. Agencies are assigned responsibility for enforcement of various statutes. An offense occurring on a Federal Reservation or on Native American land is within the jurisdiction of the Federal Government.
- b. Federal and local agencies often exercise dual jurisdiction over certain offenses, such as a bank robbery or theft from an interstate shipment.
- c. Federal Law Enforcement Agencies
  - i. Federal Bureau of Investigation (FBI) - The FBI has jurisdiction over all Federal crimes not specifically assigned to another Federal Agency. Common offenses are robbery of a FDIC-insured bank, thefts from interstate shipments and U.S. property, interstate transportation of stolen vehicles, unlawful flight to avoid prosecution, and crimes occurring on Federal Reservations and Native American lands.
  - ii. Bureau of Alcohol, Tobacco, and Firearms (ATF) - The ATF is charged with the enforcement of statutes relating to the taxation of alcohol, tobacco, and firearms. The enforcement of the 1968 Firearms Control Act is assigned to this agency.



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- iii. Drug Enforcement Agency (DEA) - The DEA enforces statutes relating to the taxation and importation of dangerous drugs and narcotics.
- iv. Secret Service - The Secret Service enforces statutes relating to counterfeit money and the protection of the President of the United States and certain other dignitaries.
- v. Immigration and Naturalization Service - This agency enforces statutes relating to immigration into the United States and the naturalization of persons as citizens of the United States.

**8. Jurisdiction of Federal Reservations**

- a. A Federal Reservation is property owned by the United States in which jurisdiction has not been ceded to the State of New Mexico. It also includes property purchased by the United States sharing jurisdiction with the State of New Mexico.
- b. No Albuquerque police officer will be dispatched to a Federal Reservation without the express permission of the federal area supervisor, except for routine follow-up investigations.

**9. Jurisdiction of Federal Facilities**

- a. The City of Albuquerque does not have joint jurisdiction for the following Federal facilities. The Federal Protection Service and Police respond to these addresses. Call Federal Police dispatch at 1-877-437-7411.

Facility	Location	Responsibility
U.S. Courthouse	333 Lomas Blvd NW Albuquerque	U.S. Marshall
Dennis Chavez Federal Building USCH	500 Gold Ave SW Albuquerque	APD for Emergencies Only – Call Federal Dispatch first
US Courthouse	421 Gold Ave SW Albuquerque	APD for Emergencies Only – Call Federal Dispatch first
Historic Federal Building	123 4th St SW Albuquerque	APD for Emergencies Only – Call Federal Dispatch first
GSA Motor Pool	1800 12th St NW Albuquerque	APD for Emergencies Only/Alarms – Call Federal Dispatch first
GSA Warehouse	1600 12th St NW Albuquerque	APD for Emergencies Only/Alarms – Call Federal Dispatch first

- b. The City of Albuquerque does not have joint jurisdiction for the following facilities.

Facility	Address	Responsibility
Kirtland AFB		Kirtland Air Force Law Enforcement is the point of contact for calls for service on the base. Phone number is listed in Vesta and NoteQ.



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Veteran's Hospital	2100 Ridgecrest Dr. SE	VA Police/Security is the point of contact for service at the VA hospital. Phone number is listed in Vesta and NoteQ.
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c. Below is a partial list of Federal locations with joint jurisdiction that APD responds to.

Facility	Address	Responsibility
Federal parking structure	6th & Lead Av SW	APD
Job Corps	1500 Indian School Road NW	APD
Main Post Office	1135 Broadway Blvd NE	APD

10.9-1-1 Operator Responsibility For Priority 1 In-Progress Calls Outside City Jurisdiction

- a. The 9-1-1 operator will keep the caller on the line when he or she is reporting an in-progress call from outside APD jurisdiction.
- b. The 9-1-1 operator will attempt to transfer caller to the law enforcement agency having jurisdiction.
- c. If transfer is unsuccessful, the 9-1-1 operator will keep caller on the line and have another operator make contact with the law enforcement agency having jurisdiction and relay the information.  
NOTE: Per state law, the 9-1-1 operator can only transfer a 9-1-1 call once.
- d. When the telephone call is operator assisted (that is, the caller dialed 0), the 9-1-1 operator will advise the telephone company operator to connect the caller to the appropriate law enforcement agency.
- e. To reiterate, if the caller is in Albuquerque and states the incident occurred in Bernalillo County or another jurisdiction, it is the point of occurrence that should be followed unless there are safety concerns for the caller or the possible apprehension of a suspect is likely.
- f. Examples: The following examples are provided to assist you. These are just a few examples and are not all-inclusive. Utilize your best judgment on jurisdictional calls, and if you have any questions, please contact your supervisor.

Example 1

A domestic violence call where the victim was assaulted at a residence in the County, but they are calling from a location in the City. First questions the caller should be asked are these: *Are you safe and ~~is~~ is the suspect close by?*

- 1. If the answers indicate the caller is in danger, that she or he is in need of medical attention, that apprehension is possible, or that a suspect is nearby,



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enter a call for service and transfer the caller to BCSO (or other agency) letting them know we are responding.

2. If the caller indicates she or he is safe, no suspect is nearby, and medical attention is not needed, transfer the call to BCSO to be handled.

#### Example 2

If the caller is in the county wishing to report a stolen bike from the day before while they were at work in the city, this call is to be handled by the APD Telephone Reporting Unit (TRU) when appropriate.

#### Example 3

Missing Person Examples - Missing persons are one of the few situations when point of occurrence isn't always the guideline to follow. The usual guideline is for the agency "where the missing person resides or would return to" to handle the report. However, any information leading to the protection of a crime scene or preserving evidence must be considered.

1. Caller reports her husband left the house in Albuquerque to go to work at a location in Bernalillo County jurisdiction. It is unknown if he made it to work or not and there is nothing else suspicious about the situation after questioning is completed by the 9-1-1 operator/dispatcher. APD officers would respond to this type of call, and officers may request BCSO to check the work location if needed.
2. Caller reports her 16-year-old daughter left the house in County jurisdiction to go to the movies downtown in Albuquerque. The caller thinks friends last saw her at the movies but don't know where she went. In this instance, County would respond to the parent/caller, and APD would respond to the theater if requested.
3. Caller reports her 16-year-old daughter left the house in County jurisdiction to go to the movies in Albuquerque and a friend just called Mom and told her a male just took the 16-year-old away in a black van. In this instance, APD would respond along with County, with APD going to the movie theater and County responding to the residence and possibly the theater as well.

#### P. Miscellaneous Phone Procedures

##### 1. Messages for officers

- a. Calls for officers on duty: Provide the phone number for the officer's assigned substation. Also obtain the name of the person calling, their home and business telephone number. Whenever possible, identify what the call is in reference to, including the case number and/or CAD if applicable, and send the information to the officer via MDT or telephone.



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- b. Calls for officers off duty: The caller will be advised to call the substation during normal business hours between 8:00 a.m. and 4:00 p.m., Monday through Friday, to leave a message.
- c. Calls for officers of an emergency nature: Forward to the officer via the MDT (or to the officer's cell phone if the officer does not have an MDT), and advise the shift supervisor.
- d. Calls for officers with follow-up information to cases: During regular business hours, citizens calling with follow-up information to cases several days old will be given the event number or case number and advised to call the appropriate substation during regular business hours.

2. Calling officers at home

- a. The ECC shift supervisor will authorize contacting an off-duty officer at home.
- b. Each employee will have his/her current address and telephone number on file with
  - i. APD Personnel
  - ii. ECC
- c. Any change in an officer's address or telephone number will be promptly reported to the above units within 48 hours of the change.

3. Personnel information request

- a. When a request for an APD employee's personal information is asked for, information will only be released to other APD employees.
- b. The requesting employee must provide his or her name and man number.

4. Citizen Notification Messages - Delivering messages is a legitimate law enforcement function. The three categories of messages will be death notifications, emergency messages, and domestic violence release messages.

a. Death Notifications

- i. Do not accept out-of-state death notifications over the phone.
- ii. Out-of-agency callers will be instructed to contact their local law enforcement agency and request a teletype be sent through the National Crime Information Center (NCIC).
- iii. Upon receipt of the teletype, create a call for dispatch with the ten-code type as a 10-51 and a priority level 3.
- iv. The on-call chaplain will be notified and dispatched to the location if needed, along with a field officer.
- v. The chaplain will call the NCIC operator or shift supervisor with the outcome once notification has been made. The shift supervisor will add comments to the incident and clear the chaplain from the call.



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- b. Emergency Messages
    - i. Emergency messages are such things as welfare checks and medical emergency notifications. These messages are received from an outside agency by teletype. If the agency does not have teletype capability, a faxed message is acceptable.
    - ii. NCIC will create a call for dispatch.
    - iii. The dispatcher will dispatch a field officer.
    - iv. The officer will add comments to the call for service and/or notify NCIC if a return teletype is necessary.
  - c. Domestic Violence Release Message - Upon notification from Metropolitan Detention Center (MDC) of the release of a domestic violence offender, the shift supervisor will attempt telephone contact with the victim. If unable to contact by telephone, the shift supervisor will do the following:
    - i. Create a call for service by using either the address provided by MDC or New Morn.
    - ii. The dispatcher will dispatch a field officer to make contact with the victim to advise them of the release of the offender.
    - iii. The officer will add comments to the call for service, and the supervisor will update New Morn with the results of contact.
5. Protective Orders and Domestic Violence Restraining Orders (DVOs)
- a. The BCSO civil unit serves protective orders. If immediate response is necessary, a call for service will be created. A victim advocate can also be utilized at the request of an officer.
  - b. If immediate response is not necessary, provide the phone number of the BCSO civil division and the hours of operation (Monday-Friday, 0800-1600 – subject to change).
6. Domestic Violence (245-STOP)
- a. The Albuquerque Police Department 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 245-STOP.
  - b. The community is encouraged to call 242-COPS and/or 9-1-1 when possible, but there are situations when they are afraid to call for an officer. There is no change to existing practice regarding how operators handle any 242-COPS or 9-1-1 calls; that is, continue to process these calls according to procedure. This phone line gives the community another option to seek assistance.
  - c. Representatives from the FAC will answer the phone line Monday through Friday from 0800-1700. Outside of these 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.
  - d. If the caller wishes to speak to someone directly from 245-STOP and there is not an immediate safety issue, please ask him or her to call again during business hours.



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7. Serving Eviction Notices

- a. The BCSO civil unit primarily serves eviction notices.
- b. If an emergency situation exists, a call for service will be created. Remarks detailing the situation will be added.

8. Dispatch of a Unit on Civil Situations

- a. ECC will not dispatch officers on civil complaints, such as landlord/tenant problems, employer/employee problems, and contractual disputes, where there is no criminal violation of the law.
- b. The caller will be advised to contact an attorney or appropriate agency for advice or assistance.
- c. A police officer may be dispatched depending on the circumstances, such as a disturbance or fight or if the caller is demanding to meet with an officer.

9. Special Events

- a. APD handles many special events throughout a calendar year. The special events consist of, but are not limited to, the State Fair, the Albuquerque Balloon Fiesta, Fourth of July celebration, Gathering of Nations, New Year's activities, dignitaries in town, and parades.
- b. The Special Event coordinator for the police department (most often the Traffic Unit) will have a written plan on how they will handle each special event. At the time of an event, they will decide if ECC is needed to assist in the event. If ECC is needed, the Traffic Unit will advise the ECC manager of the times and dates that they will require a dispatcher and these times will be placed in the overtime book.
- c. ECC will also issue a frequency if one has been requested.

10. 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, create an Enter Advised Call. If the caller is saying something that requires a police need create a call for service.

Q. Phase I, I.5, and II Wireless 9-1-1 Disconnected Calls

1. The 9-1-1 operator will attempt to call back a wireless telephone caller when a 9-1-1 call is routed to ECC and the call disconnects before personnel can determine if assistance is needed. The operator will call the number back once to make this determination. If the callback attempt goes to voice mail, a message will be left.
2. If contact is made with the caller, the 9-1-1 operator will follow pre-established call-handling procedures to determine whether a call for service is necessary.



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3. Any evidence of an emergency situation requires the 9-1-1 operator to 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.
  - a. If the call comes in as Phase II and attempts to contact the caller are unsuccessful, a call for service will be created based on the caller location provided by the 9-1-1 system.
  - b. Extraordinary attempts to locate a Phase I or II wireless 9-1-1 disconnected caller will only be made in the instance where an emergency is clearly indicated.
4. The 9-1-1 operator 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 9-1-1 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 9-1-1 operator believes an emergency situation may exist, an appropriate call for service will be created.
5. ECC personnel may disregard a wireless 9-1-1 call **when the operator has asked appropriate follow up questions to make the determination** if there is evidence that the call is one of the following situations:
  - a. 9-1-1 misdial - A call is classified as a 9-1-1 misdial when the caller stays on the line and admits to the misdial.
  - b. Unintentional 9-1-1 call - A call is classified as unintentional when the 9-1-1 operator can hear conversation, radio, etc. in the background and has listened sufficiently and checked with a TDD/TTY to determine that there is no indication of an emergency situation.
  - c. Children playing on the phone or prank 9-1-1 calls.
6. Response Required - In the event the nature of the call requires an emergency call for service (*that is, indicated emergency or agency policy*), the 9-1-1 operator should take the following action:
  - a. If the caller's location is not known but the phone number was displayed, the 9-1-1 operator **who receives the original phone call** will **advise** the shift supervisor **and** will contact the wireless service provider to do an account search for the residential address. Keep in mind that this may not be the location the caller was calling from since a wireless phone was used.
  - b. If the approximate location is known, the 9-1-1 operator will document the origin of the call.
  - c. Document the call as follows:
    - i. Utilize the emergency checklist
    - ii. Document the additional information
      - The call was a wireless call
      - If no location is provided, document
        - Longitude and latitude (converted to physical location)
        - Nearest landmark (center of search area).





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- Approximate search radius (if indicated).
- Type of call (if no other information is available)
- Silent
- Hang-up
- Abandoned
- Other

7. If it is determined that it is an exigent circumstance, the shift supervisor 9-1-1 resource operator will be notified and will contact the service provider.

R. Procedures For Handling Calls From Citizens Following Another Vehicle

1. Citizens may call and state that they are following a vehicle. This could be a situation in which they are following the vehicle of someone suspected of committing a crime or a situation in which they observed unusual driving, such as weaving in and out of traffic. Their call provides the Police Department with the opportunity to apprehend person(s) who are violating the law.
2. In situations in which the citizen is following a vehicle, it is important to communicate to the citizen that following a vehicle is their decision and that they are not permitted to break the law. This can be accomplished by stating, "If you're going to follow, it's your decision; however, you must comply with all traffic laws."
3. These calls will be entered and/or upgraded if the circumstances support it.
  - a. Priority One examples - citizen following a vehicle, impaired drivers being followed by a citizen, a suspect in a crime being followed by a citizen

Assignment: 2 patrol units  
Notification: Sergeant

- b. Phone Operator Duties - The phone operator will perform the following duties:
  - i. Obtain location of occurrence, time lapse, description of suspect and vehicle(s), current location, and direction of travel.
  - ii. Continue to update the call with information provided by the caller as it is received, including such things as current location and direction of travel.
  - iii. Maintain an open line with the caller until officer(s) makes contact with both parties. When the officer stops the vehicle, have the citizen stop at a location away from the traffic stop. Indicate the citizen's location in the case comments.
  - iv. If during the call, the citizen indicates that his or her safety is in danger, advise him or her to stop following.
  - v. Ascertain if the caller can identify driver of vehicle and if the caller will sign a complaint.
  - vi. Obtain the caller's name and phone number.
- c. Dispatcher Duties - The dispatcher will perform the following duties:



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- i. Provide the location update information to the field unit(s) as soon as it is available.
- ii. Coordinate responding unit(s), utilizing other area commands if necessary.
- iii. Ensure that a Patrol supervisor is monitoring the traffic and document this on the call.

S. Telematics Procedures

1. Telematics providers provide a variety of programs to vehicle owners, including location-based services and automatic collision notification.
2. Some Telematics providers are listed below:
  - a. AAA Roadside
  - b. Agero
  - c. Hughes Telematics, Inc.
  - d. Mercedes Benz mbrace
  - e. OnStar
  - f. Zoombak
3. 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.
4. The Telematics Call Center (TCC) is staffed with operators to assist callers. In the event a call is received at ECC from a Telematics operator, the 9-1-1 operator will do the following:
  - a. Immediately confirm that the call is within APD'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 standard operating procedures as listed in 2-01-15 D, and assess the call type and priority. If the call requires AFD assistance, handle according to the transfer protocol in 2-01-15 F.
  - e. Note the call with the TCC reference number and callback number.
  - 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.
5. Automatic Collision or Crash Notification or Automatic Transmission of Additional Enhanced Crash-Severity Data (CAN or AACN) – 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



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voice contact with the occupant(s) of the vehicle. There is a high probability that a serious emergency condition exists.

- a. The 9-1-1 operator will confirm that the call is within APD's jurisdiction, and if necessary, will redirect the call to the appropriate agency.
- b. If a conference call has not already been established, request that the TCC operator allow the 9-1-1 operator to be "conferenced in" to monitor the vehicle and attempt to establish voice contact.
- c. The 9-1-1 operator will confirm with the TCC operator all the relevant information concerning the location and any specific telematics data.
- d. Process the call for service consistent with pre-established policies and procedures.
- e. Inform the TCC operator of the action to be taken.
- f. Record the TCC reference number and callback number to expedite future contact regarding the call.
- g. The TCC operator may elect to continue to monitor the connection, even when the 9-1-1 operator leaves the conference call. In all cases, the 9-1-1 operator will make a clear request that the TCC operator immediately call ECC back with any additional information, such as voice contact is established and determination of any injuries.

6. Emergency Button Activation (No Voice) - This type of call involves activation of the in-vehicle emergency button, but no voice contact can be made with the vehicle occupants and there is no telemetry information indicating a crash. Examples include sudden medical emergency and loss of consciousness after depressing the button; the button is activated during a valid emergency but occupants leave the vehicle; an accidental button activation.

- a. The 9-1-1 operator will confirm that the call is within APD's jurisdiction, and if necessary, will redirect the call to the appropriate agency.
- b. If a conference call with the vehicle is possible, request that the TCC operator promptly allow the 9-1-1 operator to be "conferenced in" to the vehicle to verify no voice contact.
- c. The 9-1-1 operator will confirm with the TCC operator all the relevant information concerning the location and any specific telematics data.
- d. Process the call for service consistent with pre-established policies and procedures.
- e. Inform the TCC operator of the action to be taken, and handle the call as a 9-1-1 open line.
- f. Record the TCC reference number and callback number to expedite future contact regarding the call.
- g. The TCC operator may elect to continue to monitor the open connection for additional information or until the arrival of a public safety unit.

7. Vehicle Location (Stolen Vehicle Events)

- a. 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 law enforcement officer handling the case.



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- b. When a call is received from a TCC operator regarding a stolen vehicle, handle the call per pre-established protocol.
  - c. ECC personnel may also initiate contact with the TCC operator on behalf of law enforcement requesting assistance in locating a vehicle. The TCC may need the subscriber's pre-registered password prior to providing location information. In the case of an in-progress crime where there is an immediate life threat, such as in a car-jacking where subscriber is incapacitated or taken hostage, the shift supervisor will coordinate with the on-duty Telematics Service Provider (TSP) supervisor.
8. Recovering of Stolen Vehicle - 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.
- a. When a call from a TCC operator is received advising that a stolen vehicle has been located, the 9-1-1 operator will follow established policy in locating and recovering stolen vehicle.
  - b. The 9-1-1 operator will notify the appropriate TSP of relevant action to be taken.
  - c. The 9-1-1 operator will record the TCC reference number and callback number to expedite future contact regarding the call.
9. Vehicle Tracking Missing or Endangered Persons - These calls may involve a report of a missing or endangered person or may involve a suicidal subject in a telematics-equipped vehicle. The incident may go directly to a TCC or may be reported to the TCC by a PSAP.
- a. ECC will follow established protocol for missing/endangered persons. (See 2-01-52, Call Type Missing Person.)
  - b. ECC may call the TCC to request vehicle location assistance for a missing or endangered person.
  - c. The TCC will provide immediate tracking in a reported life-threatening situation or will request additional information or certification from ECC or PSAP representative.
  - d. The TCC may request the file control number of the NCIC missing or endangered person entry as confirmation that this call is being treated as a valid incident by the PSAP.
10. Guidelines for Relaying Information to a TSP
- a. Plain language will be used to reduce confusion and misinformation. ECC and TCC operators should not use acronyms during the relay of information and calls for service.
  - b. A phonetic alphabet should be used whenever necessary to ensure accurate relay of information, including such things as proper names, occupant information, location information, and VINs.
11. General Guidelines for Callback Related to Response



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- a. The TCC operator will treat a request for information that includes the telematics incident number as a valid request for assistance from PSAP. The 9-1-1 operator should provide the name and call-back number of the ECC and their operator number for further validation of the request.
- b. During certain "in progress" emergency situations, the 9-1-1 operator may escalate to the shift supervisor to contact the telematics provider and request to speak with the telematics supervisor in order to discuss coordination and special assistance.
- c. 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.



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**9-01-16 Telecommunications Operator I Assigned to National Crime Information Center (NCIC)**

A. NCIC Operator Responsibilities

1. The 9-1-1 Operator who is assigned to NCIC duties will also be responsible for the following duties when assigned to answering emergency and nonemergency calls:
  - 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.
  - c. Refer calls to the appropriate person or department.
  - d. Perform multiple activities simultaneously by responding to communications and events while maintaining precision, accuracy, and swift response times.
  - e. Work in a team setting while receiving training and coaching from various sources.
  - f. Route incoming teletypes from out-of-agency law enforcement agencies to interdepartmental offices.
  - g. Send teletypes to out-of-agency law enforcement agencies for various reasons, such as for training, welfare checks, confirmation of warrants, stolen vehicles, and updates on requested welfare checks.
  - h. Perform queries for wanted subjects, stolen articles, vehicles, boats, motor vehicle division registration, and driver's license checks, utilizing the National Crime Information Center, National Law Enforcement System, Criminal Justice Information System, and Warrant Information Tracking System.
  - i. Perform other duties as assigned.

B. NCIC Functions

1. It is the policy of the ECC to staff NCIC twenty-four hours a day, seven days a week by operators who are certified to query NCIC and telecommunications systems with a radio link to APD Law Enforcement.
2. The National Crime Information Center (NCIC) is a national central database for tracking crime-related information consisting of multiple files, such as stolen property, MVD information, and wanted persons of a nationwide interest. It was established as a service to all criminal justice agencies on a local, state, and federal level. NCIC serves criminal justice agencies in all 50 states, the U.S. Virgin Islands, Canada, and the commonwealth of Puerto Rico. NCIC is managed by the Federal Bureau of Investigation (FBI) in Washington, D.C.

C. Services Provided by NCIC

NCIC provides the following, as well as other, services through a telecommunications system:

- a. NCIC (National Crime Information Center) Inquiries



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- b. WITS (Warrants Information Tracking System)
- c. NLETS (National Law Enforcement Telecommunication System)
- d. NMLETS (New Mexico Law Enforcement Telecommunication System)
- e. MVD (Motor Vehicle Department) Inquiries
- f. Triple IIs (Interstate Identification Index)

D. NCIC Radio Channel

The NCIC radio channel is utilized by APD Law Enforcement as a dedicated channel for transmissions concerning checks on persons, property, and vehicles. It is recommended that the NCIC channel remain on an Emergency Menu.

E. Personnel Authorized to Obtain Data

- 1. The information contained within the system is confidential.
- 2. Only APD Law Enforcement and civilian employees certified to utilize NCIC should have access to the information.
- 3. All messages handled on the system must be of an official police nature, not of a personal nature.

F. NCIC Data Log

- 1. Every inquiry shall be logged on the NCIC Data Log form.
- 2. The NCIC Data Log will be retained for one (1) year.

G. NCIC Out of Agency Hit Log

Every NCIC hit shall be logged on the NCIC Out of Agency HIT log.

H. NCIC Operating Manual

The NCIC operating manual is a comprehensive document that definitively sets forth the proper procedure to be followed by all personnel using the system.

I. NCIC Files

There are 25 files in NCIC and are as follows:

- |  |   |
|--|---|
| 1. Article                               | 10. Missing Person                      |
| 2. Boat                                  | 11. NICS Denied Transaction             |
| 3. Foreign Fugitive                      | 12. Originating Agency Identifier (ORI) |
| 4. Gun                                   | 13. Other Transactions                  |
| 5. Identity Theft                        | 14. Protection Order                    |
| 6. Interstate Identification Index (III) | 15. Protective Interest                 |
| 7. Image                                 | 16. Securities                          |
| 8. Immigration Violator                  | 17. National Sex Offender Registry      |
| 9. License Plate                         | (NSOR)                                  |



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- |                         |                                     |
|-------------------------|-------------------------------------|
| 18. Supervised Release  | 22. Violent Gang                    |
| 19. Unidentified Person | 23. Violent Person                  |
| 20. Vehicle             | 24. Wanted Person                   |
| 21. Vehicle / Boat Part | 25. Known Suspected Terrorist (KST) |

J. Procedures on Out-of-Agency NCIC Entry Hits

1. When an NCIC hit is obtained on an entry other than APD's entry, the unit will be advised of a POSSIBLE hit and all pertinent descriptors will be provided for verification, along with any additional information affecting the officer's safety while safeguarding the transmission.
2. Confirmation of Entry
  - a. The agency will be contacted immediately, utilizing a hit 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 will be required to request whether or not the entry is valid and if the agency will extradite.
  - b. When the entry is verified, the inquiring unit will be immediately notified.
3. If the agency is unable to confirm or verify the entry due to lack of access to the proper records, the inquiring unit will be advised.
4. If the agency states that the entry is no longer valid due to such things as cancellation or recovery, the inquiring unit will be advised that he/she does not receive confirmation and an explanation may be provided.

5. Locating an Entry

Whenever a person is taken into custody or property is seized based upon an out-of-agency NCIC entry, the inquiry will be located.

6. NCIC Hit Log

All outside NCIC hits shall be logged.

7. NLETS Messages

NCIC is responsible for drafting an administrative message to be sent to the agency informing them of our actions concerning their entry.

- i. A copy of this message shall be attached to the entry and placed into the District Attorney's file for distribution.

a. Vehicles





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- i. A Hit Confirmation Request will be sent to the agency requesting confirmation on their entry. Our return message must contain the condition of the vehicle and where it is stored.
- ii. If an arrest was made that information should also be included.

b. Other Property

This message shall request that the agency send a hit confirmation response confirming if the property is stolen.

8. APD Entry Hit By Outside Agency

Outside agencies attempting to verify APD entries into NCIC about stolen vehicles or property will be referred to Report Review. Inquiries about a wanted person will be referred to the Warrants section.

9. APD Entry Hit Queried by an APD Unit

- a. When an NCIC hit is received on an APD entry for a Wanted Person by an APD unit, the inquiring unit shall be advised of a possible hit and all pertinent descriptors will be provided for verification. The unit will be advised to stand by for confirmation.
- b. 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.
- c. Confirmation of Entry
  - i. Warrants will be contacted to verify that the warrant is still outstanding.
  - ii. The inquiring officer shall immediately be notified when the entry is verified.

10. The unit will advise when he/she has arrived at booking. Warrants will fax the warrant to MDC or to the Juvenile Detention Center. If the entry is for a juvenile traffic warrant, it must be taken before a judge between 8:00-4:00, Monday through Friday. Warrants will deliver a copy of the warrant to the unit.

11. If Warrants is unable to locate the warrant or advises that the entry is no longer valid, the inquiring unit shall be advised that verification was not received, and the circumstances will be explained.

K. Stolen Vehicles

1. The inquiring unit shall be advised that he/she has an NCIC stolen vehicle entry.
2. The condition of the vehicle shall be ascertained, whether or not it is drivable, location, if keys are available, and if NCIC is requested to contact the owner.

- a. Owner Contacted - The owner of the vehicle will then be contacted by telephone to determine if the owner will pick up the vehicle or have it towed. NCIC may also advise that it will or has been towed.
- b. Wrecker Requests - Request for wreckers shall not be made through NCIC. Such requests must be made through the dispatch channel.



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c. Notification to Report Review - The recovering unit on the vehicle recovery shall notify Report Review to have the entry removed from NCIC.

L. Other Property

The unit will be advised there is a hit and will provide all necessary information for the officer to determine if he or she is in possession of the property.

M. Clearing of APD Entry

1. A Terminal operator shall not CLEAR any APD entry.
2. Report Review is responsible for clearing entries made by APD.

N. Processing for WITS

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

O. Users of WITS System

The Albuquerque Police Department and the Bernalillo County Sheriff's Office are authorized to use the WITS system.

P. Procedures for WITS Entries

1. When a WITS hit is obtained, the inquiring unit shall be notified immediately of a possible hit and to stand by for verification along with any additional information affecting the officer's safety while safeguarding the transmission
2. The Warrants Division shall be immediately contacted to verify status of the entry.

Q. Officer Notification

1. If the hit is verified, the inquiring unit shall be advised.
2. If the Warrants Division advises that a warrant has not been located, the inquiring unit shall be advised that he/she does not have a confirmation and an explanation may be provided.

R. Canceling of Entries

1. Report Review will cancel APD entries.
2. Warrants Division will cancel WITS warrant entries.
3. NCIC will not cancel entries.



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S. New Mexico Law Enforcement Telecommunication System (NMLETS)

1. NMLETS is a statewide network, managed by 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 DMV, weather, and other files.
2. The NMLETS computer is located at DPS headquarters in Santa Fe.

T. Motor Vehicle Division Inquires

1. MVD inquiries are driver and vehicle license checks by name, date of birth, social security number, license plate, and/or vehicle identification number.
2. This information is for departmental or criminal justice's use only and cannot be released to the general public.

U. MDT Inquiries

Any possible hit inquiry that is queried via MDT must be confirmed via NCIC personnel when necessary.

V. Triple "I" Request Procedures for Authorized Police Personnel

1. Triple I (III) checks are used to gather information on a person's previous arrest record.
2. A Triple I can only be requested by APD sworn personnel.
3. A Triple I request form will be faxed to the requesting unit. Required information to be included on the form is as follows:

Name and date of birth  
Social Security Number, if available  
Sex  
AKA (Also Known As), if available  
Reason for request  
Case or Computer Aided Dispatch (CAD) number  
Return telephone number of the requesting unit

4. The Triple "I" form must have the requester's printed name and signature, along with his/her personnel ID number.
5. Authorized personnel may fax their Triple "I" requests to NCIC. The Triple "I" form must be filled out and signed.



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6. The requester must be available near a facsimile machine (fax) when notified that the request is complete and must notify NCIC personnel when the request has been received.
7. The NCIC operator will then destroy the Triple "I", and the faxed copy in the requesting officer's possession will become the primary document.
8. Lengthy Triple "I" printouts (over 15 pages) will not be faxed. The requesting officer will stop by NCIC to pick up the printout.
9. The NCIC Unit will maintain a Triple "I" log for one rolling year. The log will include the date, requestor's name, subject's name, numeric identifiers, CAD or case number, and the reason for the request at the time of the transaction.

**W. LoJack**

1. LoJack is a company that works with law enforcement regarding the recovery of stolen vehicles. This system is usually negotiated and attached with the purchase of a new vehicle.
2. This system is controlled by law enforcement through the use of NCIC. The LoJack system automatically activates a hidden transmitter installed on vehicles when a law enforcement agency enters a LoJack equipped vehicle's VIN into NCIC as stolen. The officer will switch to NCIC to obtain information on the reply code.
3. If the officer is out with the vehicle, the NCIC operator will confirm on the hit. The NCIC operator will complete the LoJack form on the reply code that was queried. The NCIC operator will also ask the officer to which frequency they are switching.

**X. NCIC Operational Statistics**

1. At the end of each watch, the NCIC operators will be responsible for logging the operation statistics.
2. The information collected from operational statistics is included in the ECC monthly report and will be provided to the ECC administrative assistant.



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**9-01-17 Telecommunications Operator II – Dispatcher Responsibilities**

A. The Dispatcher's key responsibilities include the following:

1. Receive, evaluate, and transmit information via telephone and multi-channel radio that frequently involves emergency and critical situations affecting human welfare and safety.
2. Dispatch city emergency forces and/or other resource agencies, in accordance with prescribed procedures, often requiring immediate independent judgment.
3. Utilize computer-aided dispatch and other computer systems.
4. Maintain access to and security of highly sensitive materials and information.
5. Monitor unit response and progress and provide additional support and resources as needed.
6. Perform multiple activities simultaneously in a high-visibility setting.
7. Work with frequent interruption in a framework of rules, procedures and regulations and perform technical tasks relative to assigned area of responsibility

B. Dispatch General Information

1. A dispatcher must accept the responsibility to fulfill all requirements of the position. They will be prompt, accurate, courteous, and professional when performing their duties.
2. The dispatcher must complete the following tasks:
  - a. Ensure that his or her actions do not endanger the life of the field officer.
  - b. Be thoroughly familiar with the geography of the city, man-made barriers, sector and beat boundaries, city limits, and other factors, all of which can impact the route a police unit takes to a given location when dispatched.
  - c. Remain calm and analytical when confronted with emergencies and try to control emotional involvement in such emergencies. The dispatcher must analyze situations accurately in order to dispatch the proper units.

C. Radio Procedures

1. Assignment of Radio Frequencies (also referred to as Air or Channel)
  - a. Each area command is assigned a primary frequency, also referred to as channels or talk groups. Other frequencies are allocated for tactical situations, emergency traffic, and specialized units.
  - b. The ECC has the ability to listen to and broadcast on all talk groups. Frequencies may be monitored by dispatchers and supervisors.



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- c. Radio frequencies are assigned to the dispatchers on a monthly rotating schedule.
  - i. While training, the training dispatcher has the authority to choose any frequency for training purposes. The dispatcher whose frequency was selected by the Trainer will be reassigned another frequency.
  - ii. Any dispatcher who is forced will have first choice of frequency unless that frequency is already being utilized by a Trainer. In that situation, the dispatcher who is forced will have second choice.
- d. Dispatchers will not monitor more than one frequency.

**2. Secured Frequencies**

- a. When an officer requests a channel be secured (10-3), the dispatcher will notify all units on that frequency that the air is secure.
- b. If a request is received by a field sergeant to split the air, the shift supervisor must approve the request. Once approved, the shift supervisor will instruct the dispatcher of the frequency to utilize; non-emergency related traffic will be conducted on the secondary channel.
- c. The emergency call will be worked on the same channel on which it originated.
- d. When a primary channel is cleared from 10-3, the dispatcher will notify the secondary dispatcher that the air is no longer secured and that all units can return to the primary frequency.

**3. Officer Call Signs**

- a. All officers are assigned a unique call sign which has been predetermined.
- b. This call sign will be used by officers when broadcasting and for documentation purposes on the CAD.

**4. Radio Discipline**

- a. Improper use of radio (such as voice inflection and use of profane language) by authorized users and unauthorized traffic will be reported to the shift supervisor. The shift supervisor will make contact with the appropriate personnel in order to cease the traffic from reoccurring.
- b. When a garbled or inaudible transmission is received, the dispatcher will utilize information by obtaining the LID number/man number from the 800 MHZ radio system to try to ascertain the originator of the transmission by using the CAD system.
  - i. If the transmission has a LID number that is unusual, the shift supervisor will check to see if the radio is assigned to a different agency. The agency will be notified that their personnel are keying up on the APD radio and a status check will be done for that individual.
  - ii. If the transmission is an APD unit, the dispatcher will call for the unit by call sign on all dispatch channels, regardless whether the unit is on or off duty. If there is no answer, the dispatcher will attempt to reach the unit via telephone. A Time and Service may be requested by either field supervisor or shift supervisor.



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- c. Employees will avoid phrases such as "please," "thank you," and "you're welcome." The tone of voice and manner of presentation can reflect courtesy.
- d. The dispatcher need only give a time check when appropriate. Do not acknowledge a "10-4" with a "10-4." It is not necessary to say "10-4" before giving details of an assignment.
- e. Eliminate the unnecessary acknowledgment and give only the information pertaining to the assignment.
- f. To dispatch two or more units, the transmission would be as follows:

DISPATCHER: PD to B234  
UNIT: B234, 4<sup>TH</sup> and Central  
DISPATCHER: PD to B235  
UNIT: B235, 4<sup>TH</sup> and Lomas  
DISPATCHER: B234 and B235, 10-15, 500 Gold SW, husband and wife dispute. Male possibly armed with a bat. Subject in the street.  
UNIT: B234 is 10-4  
UNIT: B235 is 10-4

- g. When a unit transmits to the dispatcher, they will give their unit call sign, followed by "PD" and then wait for an acknowledgement. The dispatcher will acknowledge by repeating the unit number. The unit will proceed with their transmission once they receive acknowledgement.

UNIT: B234 PD  
DISPATCHER: B234

- h. The dispatcher will always acknowledge a unit by stating "10-4" and the unit call sign. If the message is not clear, the dispatcher will ask for clarification. The dispatcher will not acknowledge a transmission without understanding it.
- i. The dispatcher is to avoid familiarity. Always use the unit call numbers. Do not use titles and names unless necessary.
- j. All transmissions shall be as short and relevant as possible. If lengthy transmissions are necessary, such as necessary broadcasts of missing children or wanted persons, the transmission will be broken into short segments, so that an officer with emergency traffic can get on the frequency.

5. Conflict on the Radio

- a. Any noncompliance of radio protocol by the dispatcher may result in disciplinary action. If the action is grossly negligent of policy and procedure, the shift supervisor may immediately relieve the dispatcher from duty with possible disciplinary action as further recourse.
- b. When a field unit has not complied with radio protocol, refer to the **ECC SOP, Conflicts Between Communications and Field Members/Other Agency Personnel.**



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6. Relaying a Transmission

- a. A dispatcher will only relay a message or transmission for a field unit when the transmission was not clearly heard, and will transmit the message exactly as received.
- b. Radio transmissions will contain only official business with an emphasis on being brief and concise. Transmission of personal, humorous, or trivial messages is prohibited.

7. Proper Radio Code

- a. The Police Department uses codes in radio transmissions.
- b. The current list of ten-codes is provided in the ECC Standard Terminology section.

8. Phonetic Alphabet and Military Time

- a. The Phonetic Alphabet will be used when using letters. It is essential that each dispatcher be familiar with proper phonetic alphabet and uses it properly to avoid confusion and miscopying of messages. Refer to the Standard Terminology section.

As an example of proper use of phonetic alphabet, the vehicle license number PES611 should read:

"Paul Edward Sam 6-1-1"

Not: "P-Paul E-Edward S-Sam 6-1-1"

- b. The 2400 military time code will be used.

9. Backup Radio

- a. When the 800 Mega Hertz (MHz) Radio fails, these procedures will be followed:
  - i. The backup radio located directly under the console must be utilized.
  - ii. Turn down the volume on the 800 MHz in order to hear radio traffic when reverting to the backup radio.
  - iii. Turn on backup radio. The power button is located on the far left top corner of the radio.
  - iv. The foot pedal will not be available when using the backup radio.
  - v. The frequency will be displayed on the screen.
    - Once the frequency has been selected, the hand mic will function as a traditional two-way radio.
    - Depress the button on the side of the hand mic and wait for the beep.
    - When the beep is heard, the transmission is complete.
    - All radio transmissions will need to be done on the hand mic, both providing and receiving information.
    - Try to keep transmissions essential and brief. Transmit only pertinent information while on the backup radio system.





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- No other button on the radio will need to be utilized while working the backup radio to relieve an assigned dispatch channel.
- The RED button on the bottom right corner is the emergency key and will function as such.
- When the 800 MHz is functioning again, select the assigned frequency. Make sure the volume is turned up, and turn off the backup radio.

### 10. Use of Alert Tone Button

- a. The dispatcher will depress the alert tone button (1 short burst) when
  - i. a call is received which falls under the All Ops guidelines;
  - ii. a call is received which falls under the All Ops guidelines but another frequency is secure; and
  - iii. initiating a time and service check.

### D. Dispatching Procedures

#### 1. Alert Tone and All Ops Procedure

- a. ECC is to use the alert tone in certain situations. When the alert tone is utilized, it prohibits any voice transmissions of officers that are not actively involved in the Priority 1 incident.
- b. ECC is to utilize the All Ops frequency when possible. The All Ops frequency is used so that all citywide units (i.e., Air Support, K-9, Swat, Narcotics, Auto Theft, etc.) that are logged on and listening to a frequency will hear that a Felony Crime just occurred.
- c. The alert tone is used for all Priority 1 calls that are listed below:
  - i. Robberies (all robberies that are in progress or just occurred)
    - Individual
    - Carjacking
    - Home invasion
    - Commercial
  - ii. Shootings
  - iii. Stabbings
  - iv. Vehicle pursuits
  - v. Residential burglaries in progress/just occurred
  - vi. Commercial burglaries in progress/just occurred
  - vii. Hold-up alarms (business only)

NOTE: On all Priority 1 calls that consist of the aforementioned where the alert tone is utilized, ALL OPS may be utilized (if no other frequency is secure).

- d. Dispatcher Procedure - The dispatcher will do the following:
  - i. Determine if the call they just received will need the Alert Tone and also need **ALL OPS**.
  - ii. Advise all other working dispatchers that they are going to utilize **ALL OPS**.



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- iii. If another dispatcher is working a critical incident, that dispatcher will advise negative, and the original dispatcher will disregard the ALL OPS and continue their dispatch of the priority 1 and only use the Alert Tone.
  - iv. The dispatcher will then use the Alert Tone by depressing the alert tone for three seconds. If the ALL OPS is to be utilized, the dispatcher will then switch to the ALL OPS frequency, broadcast the location, and announce the reason for the alarm.
  - v. The dispatcher will then switch back to their own frequency and dispatch officers, notify the sergeant, and broadcast any additional information as it becomes available.
2. Vehicle Pursuits - A pursuit is an attempt by law enforcement officers to overtake suspects either on foot or in another vehicle while the suspects are attempting to elude the officers.
- a. Officers initiating a pursuit will request aerial assistance as soon as possible.
  - b. All pursuits will be conducted using "code 3" full emergency equipment.
  - c. Any officer initiating a pursuit will immediately notify ECC that a pursuit is in progress, giving the following information:
    - i. Reason for pursuit
    - ii. Present location and direction of travel
    - iii. Vehicle speeds involved in the pursuit
    - iv. Description of vehicle and occupants
    - v. Number of occupants in the offender's vehicle
    - vi. Any safety factors that need to be noted (Example: Note if a hostage is involved, along with a description and the exact location of the hostage in the vehicle, if known.)
  - d. Dispatcher Procedures
    - i. The dispatcher will ensure (with all other dispatchers) that no radio is secure before he/she utilizes ALL OPS.
    - ii. When advised that a pursuit is in progress, the ECC dispatcher will
      - utilize the Alert Tone (10-3) on his/her frequency;
      - voice the pursuit over the ALL OPS channel; and
      - notify the concerned supervisor of the units involved and the reason for the pursuit.

Example:

The Alert Tone and ALL OPS will be activated and the dispatcher will voice:

*This is a Northwest ALL OPS transmission, vehicle pursuit involving C614 reference a 27-3 offender, Blue Honda at Coors/Irving, southbound Coors. S63, are you authorizing this pursuit?* The dispatcher will un-key from ALL OPS.



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- iii. Once the field supervisor has approved the pursuit, the dispatcher will start a backup unit to the most current location of the pursuit and, if aerial support is available, ensure that they are notified.
- iv. The dispatcher who is assigned to any frequency that a pursuit is entering will notify the area command supervisor. Area commands not on the pursuit channel will be updated on significant changes to the ongoing pursuit. This will include but will not be limited to these matters:
  - When the pursuit enters another area command
  - Which supervisor is the Incident Commander
  - Pending charges
  - Weapons involved
  - If the vehicle is spike belted
  - If additional aggravated circumstances occur
  - If the pursuit is terminated
- e. Notification will be made to any adjoining jurisdictions of any pursuit entering that jurisdiction.
- f. Coordinate with the supervisor in command to insure that all communications regarding the pursuit are on one (originating) channel.
- g. If a radio frequency is secure
  - i. the ECC dispatcher will utilize the Alert Tone on the pursuit frequency; and
  - ii. an ALL OPS transmission will not be utilized to announce the pursuit.
- h. Each additional dispatcher who does not have a secure frequency
  - i. will utilize the Alert Tone (10-3) on his/her frequency; and
  - ii. will voice/BOLO pursuit information.

Example:

*The Alert Tone will be activated and dispatcher will voice:  
BOLO from Northwest Area Command vehicle pursuit reference a 27-3  
offender, Blue Honda at Coors/Irving, southbound Coors.*

The dispatcher will then 10-8, making the frequency available.

- i. When the pursuit has been terminated by the approving supervisor, the dispatcher will voice (after verifying with all **frequencies**) over ALL OPS that the pursuit has been terminated.

Example:

*ALL OPS will be activated and the dispatcher will voice:  
Northwest ALL OPS transmission, per S63 the 27-3 pursuit is terminated.*

The dispatcher will un-key from ALL OPS and then 10-8, making the frequency available.

- j. It is not necessary to repeat any clearly-heard information during pursuits. This includes locations and violations reported by field units. Only when a unit is difficult



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- to understand or relays critical officer safety information should a dispatcher repeat the transmission.
- k. The dispatcher should document all information that is being provided by both field Units and supervisors to the CAD-created call.
  - l. If a field supervisor is involved in the pursuit, then the dispatcher will advise any other field supervisor on his/her radio frequency. If no field supervisor is available, then the dispatcher will contact the dispatcher-in-charge of the nearest area command and that second dispatcher will advise a field supervisor on that radio frequency.
  - m. The dispatcher can ask if Air Support or spike belts/stop sticks are needed but should never start Air Support off the hanger or start units to set up spike belts/stop sticks without approval from the field supervisor in charge of pursuit.
  - n. If someone is unsure of the status of a unit, the dispatcher should ask the unit involved the question, "Are you in pursuit?"
  - o. The word "engaged" is usually interpreted as "lights and siren" and should not be used. If dispatch asks the unit if he/she is "pursuing" the vehicle, it is a very direct question to be answered by the unit involved.
3. Perimeters - Perimeters are used to contain possible offenders within a specified area and/or whenever requested by the field. Perimeters should display a clear line of sight of all sides of the containment area.
- a. The officer or sergeant may request the dispatcher to assist in setting up a perimeter.
  - b. The dispatcher will take the following steps:
    - i. Ascertain if the perimeter needs to consist of a one-block, four-block, or eight-block containment area from the last known location of the offender or crime scene.
    - ii. Log comments of several intersections that need to have officers posted or staged at and update the unit's location.
    - iii. Display the map so there is a visual of where the units need to be assigned.
    - iv. Begin to assign officers to the given locations using a STG (stage) Syntax command or the CLO (change location, on scene) Syntax Command.
      - By using this syntax command, it will allow the dispatcher to view the staged or updated units on the map.
      - It will also allow the dispatcher to advise field units of additional areas that may be exposed, indicating the perimeter is not secure.
4. Notification to On-Duty shift supervisor
- a. The notification to the shift supervisor of certain call types for service, regardless of priority, will be as follows:
    - 27-2
    - 43-1 deceased
    - 27-3
    - 27-8
    - 27-9
    - 45s category 1
    - 57 meth lab
    - 58
    - 59
    - 65



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- 28s (that are priority 1)
  - 30
  - Any call where a threat of suicide by cop is issued
  - Any call involving a city agency or officer involved
  - 82
- b. Dispatchers will notify the shift supervisor of these calls through a CAD message. 9-1-1 operators are not required to send a CAD message to the shift supervisor.
- c. Notification of Priority Change
- i. If a 9-1-1 operator receives additional information that requires the priority on the CAD event to be changed, the operator will change the priority and add the additional remarks to the call. The event will then flag which will notify the dispatcher that there is additional information on the CAD.
- d. Notification of Address Change.
- i. If a 9-1-1 operator receives additional information that requires the address on the CAD event to be changed, the operator will change the address and add the additional remarks to the call. The event will then flag, which will notify the dispatcher that there is additional information on the CAD.
  - ii. The only time the 9-1-1 operator will send the dispatcher a CAD message to notify of an address change is if the CAD event address changes area commands.
5. Request for Medical Assistance from an Officer
- a. Once officers have arrived at a scene and it is determined rescue is needed, the dispatcher will notify AFD.
  - b. The dispatcher will provide AFD with the location, the event number if needed, patient complaint or injury, approximate age, conscious, breathing, and bleeding, and that the scene is secure.
6. Request for Wrecker Services from an Officer
- a. Dispatchers will handle all wrecker requests made by APD personnel if a Service channel is not available.
  - b. Upon receiving a request, the dispatcher will take the following actions:
    - i. Establish which on-call wrecker company will be dispatched.
    - ii. Provide their operator number and the location where the wrecker is needed.
    - iii. Use the ROTR command on the call to document the request and company used.
    - iv. Forward the wrecker information to the officer requesting via MDT or voice if asked.
    - v. If at the time of the request the on-duty tow company advises they do not have an available truck, start the next wrecker on the schedule.
    - vi. If after thirty (30) minutes the wrecker has not arrived on scene, notify the company that the back-up company will be started. Cancellation of the on duty wrecker company will be noted to the call. A second ROTR will be completed with the updated information.



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vii. If a wrecker request is made for a police vehicle, contact the contracted wrecker service.

7. Service Duties

- a. The intent of service is to support the field and fellow dispatchers during the assignment. Having a dispatcher assigned to service allows officers to make requests of service for phone calls, research, as well as other requests, and keeps this traffic off the **area** command frequency.
- b. Duties to be performed when assigned to service include, but are not limited to, the following:
  - i. Use Group command to control service area (Group SVC).
  - ii. Assist primary dispatcher on critical incident.
  - iii. Start wrecker tows.
  - iv. Answer the administrative line.
  - v. Create CAD and case numbers.
  - vi. Make phone calls for the field and dispatchers when requested. These calls may be to apartment managers, maintenance personnel, friends for a ride from a scene, shelters, alarm companies, taxi, and other similar calls.
  - vii. Assist in making callbacks for calls for service that have been holding for 60 minutes or longer.**
  - viii. Answer the admin line and the emergency and nonemergency lines if not working a frequency.
  - ix. Complete notifications to citizens on overdue calls to advise callers of response delay.
  - x. Complete requests for phone calls or CAD research for additional information. Requests include
    - CAD - checking hazards, finding prior events, and other
    - Calls to citizens with a brief question
    - License plates
    - Officer phone numbers
    - Officers needing to be sent via MDT directions to the call to which they are responding
    - Provide other agencies with ATLS or calls for service
    - Graffiti referrals
    - Call in appropriate requests to 311 or other City departments as necessary
    - Notify hospitals when looking for outstanding victims
  - xi. Create ATL/BOLOs and P-watches as requested.
  - xii. Document information on the calls for service when completed.
  - xiii. Relieve other dispatchers for brief emergency breaks (such as restroom).
  - xiv. Retrieve phone numbers for department personnel calling on the admin line.
  - xv. Log officers on Chief's Overtime.
  - xvi. Check on units logged citywide to see if they need to be logged off.



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- xvii. Check on units who have been logged on to any other out code for a long period of time.
- xviii. Maintain all area commands so all calls are displayed on the screen.
- xix. Verify unverified locations and advise the area command dispatcher.
- xx. Assist with directions to calls.
- xxi. Start rescue if needed. NOTE: Starting rescue is the responsibility of the area command dispatcher, unless the service dispatcher is backing up the area command dispatcher on a high-priority event.

xxii. Tracing/Pinging a Cell Phone.

- In the event a request to ping a number is received from an officer, the dispatcher will send a message to the 9-1-1 resource operator requesting a ping.
  - Once a location is determined, a call for service will be generated.

8. Unit Status Check and Time and Service

- a. A Time and Service Check is used when there are several units on a high priority call and a unit is not accounted for and/or when a unit hits 83 key and has not been heard from or located.
- b. A Time and Service Check is used if there are any suspicious transmissions, and the unit or vehicle cannot be identified.
- c. When a sergeant requests a Time and Service Check, follow these steps:
  - i. Hit Alert Tone.
  - ii. Advise over the air that "This is a Time and Service Check, all units answer with status and location."
  - iii. Call every officer on duty in the assigned area command, one at a time. When the officers respond, they will respond with their status and location.
  - iv. Remember to account for FIs, CWPD officers, and specialized units that have been on the air or logged on a call in the area command.
- d. Welfare Checks of Officers
  - i. In order to determine the welfare of officers in the field, dispatchers will voice "Code 900?" (Code 900 is the term used to verify an officer's status.) The unit will respond with "ALL SAFE" if everything is safe.

If the officer does not respond or responds with anything other than "ALL SAFE," the dispatcher will assume that the officer is in duress and dispatch units immediately to the officer's last known location.

CODE 900/ALL SAFE will be utilized when an officer activates the duress button (10-83) on either the radio or MDT.

- ii. When an officer calls out with any on-site call, the dispatcher must check on the unit after the first ten (10) minutes using the "Code 900" and then every fifteen (15) minutes thereafter. The dispatcher will update the unit's timer by using the Unit Contact Timer (UC) command.



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- iii. When an officer is dispatched on a 9-1-1 created call, the dispatcher must check on the unit after the first ten (10) minutes using the “Code 900” and then every thirty (30) minutes thereafter. The dispatcher will update the unit’s timer by using the Unit Contact Timer (UC) command.
- iv. If an officer is logged on Chief’s Overtime (COT), the dispatcher must check on the unit after sixty (60) minutes using the “Code 900” and then every sixty (60) minutes thereafter. The dispatcher will update the unit’s timer by using the Unit Contact Timer (UC) command and will add remarks.

9. Calls For Service

a. Holding of Calls

- i. The City is divided into six area commands – Foothills, Northeast, Southeast, Southwest, Valley, and Northwest, as well as into sectors and beats.
- ii. All calls will be dispatched in a timely manner, regardless of priority. The beat unit will be the primary unit if available for dispatch.
- iii. Calls holding over the time limit will be dispatched to an available unit unless a Patrol supervisor authorizes holding the call further. If calls are held over the time limit, the dispatcher will add to the comments section who authorized the delay and the time.
- iv. If it is necessary to hold a call over the time limit, the dispatcher will call the calling party back and explain that an officer will be sent as soon as possible.
- v. Advise field sergeants of all priority 2 calls holding over 30 minutes every 30 minutes. Advise field sergeants of all priority 3 calls holding over 60 minutes every 60 minutes.

b. Cancelling of Calls

- i. When a citizen calls to cancel a call for service, the 9-1-1 operator receiving the call will add appropriate remarks in the comments field indicating why the call should be cancelled. Always add the name of the cancelling party. The original calling party and the cancelling party should be the same.
- ii. The dispatcher will notify the shift supervisor via CAD message of the request. After approval by the shift supervisor has been received, the dispatcher will cancel the call.
- iii. In the event a field supervisor requests to cancel a call for service, it is the dispatcher’s responsibility to add remarks and notify the shift supervisor of the request. A call back to the citizen will be made to notify of the cancellation.
- iv. Hold up alarms, duress alarms, and domestic violence calls will not be cancelled.

c. Reopening of Calls

- i. Reopen calls for service only when they are closed in error (such as if a Dispatcher clears a call in error or an officer closes a call in error.)
- ii. For further investigation purposes requested by an officer, open a 54 or 27 call, and cross reference it to the original event.

d. Case number assignment





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- i. An officer should generate his or her own case number. There are times when officers are out of their vehicles and will request assistance from a dispatcher to assign a case number.
- ii. Case numbers can only be cancelled by a shift supervisor.

E. Priority Guidelines for Dispatching Calls

1. Dispatch of Sergeants on Priority Calls

- a. A sergeant will be dispatched with the primary and backup officers and will respond with the officers to calls which are most serious in nature.
- b. Such calls will 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.
  - ii. It 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 suspect or offender has already left the scene.
- c. Dispatcher Duties
  - i. The dispatcher will dispatch two officers and an available sergeant to these events, and the sergeant will respond.
  - ii. If there is not a sergeant available in the specific area command where the event is taking place, the dispatcher will ask for any sergeant to clear from an existing call.
  - iii. If there is not a sergeant able to clear, a lieutenant will be dispatched.
  - iv. If all supervisors are on calls and unable to clear in the involved area command, a sergeant from the closest area command will be dispatched and will respond.
  - v. There will be no delay in the initial dispatch to seek a supervisor from another area command. Dispatch will start the appropriate officers and then notify the sergeant from the other area command of the details when they advise they are on the specific frequency. The on-scene supervisor will take command of the incident and coordinate any additional resources that may be required.

2. Dispatching by Mobile Digital Terminals

- a. If an officer is sent a dispatch digitally and does not acknowledge by pressing the en route key within two (2) minutes, the dispatcher will attempt to contact the officer one time via radio transmission.
- b. If that attempt is unsuccessful, another officer will be assigned the incident and the missing officer's supervisor will be notified.

3. Upgrade or Downgrade of Calls for Service

- a. The dispatcher will review and upgrade calls when the comments justify the higher response.
- b. Dispatchers will not decrease the priority of any call without first obtaining the permission of their shift supervisor. All events where the priority has been



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downgraded will require comments added to the call explaining the reason for the downgrade.

#### 4. Priority 1 Calls

- a. Definition: A Priority 1 call is: a felony in progress occurring while the caller is on the telephone; an immediate threat to life or property; if the incident requires a police or medical response; a situation that is violent or known to be violent; an incident where weapons were involved.
- b. The 9-1-1 operator will keep the calling party on the line until officers arrive, in case the responding officer has additional questions from the calling party.
- c. Dispatcher Procedure
  - i. The dispatcher will simultaneously voice and digitally dispatch Priority 1 Incidents, with the exception of those events requiring confidential dispatch. In this instance, the dispatcher will dispatch digitally and advise the unit to check their MDT for Priority 1 dispatch.
  - ii. Two units will be dispatched immediately, and the field supervisor will be notified.
  - iii. Additional units may be dispatched as needed.
  - iv. If no units are available, the dispatcher will notify the field supervisor of the pending call and add remarks stating supervisor was notified.
  - v. Refer to notification protocol in the specific Call Type for shift supervisor.
  - vi. The dispatcher determines if the call he or she just received will need the Alert Tone and also need All Ops.
  - vii. The dispatcher will advise all other working dispatchers that they are going to utilize All Ops.
  - viii. If another dispatcher is working something major, that dispatcher will advise Negative. The original dispatcher will disregard the ALL OPS and just continue their dispatch of the priority 1 and only use the Alert Tone.
  - ix. The dispatcher will then use the Alert Tone by All Ops is to be utilized. The dispatcher will then switch to the All Ops frequency, broadcast the location, and announce the reason for the alarm.
  - x. The dispatcher will then switch back to his or her own frequency, dispatch officers, notify sergeant (if necessary), and broadcast any additional information as it becomes available.

NOTE: Some priority 1 calls (76, 27-8s, etc.) are being changed from priority 1 to a priority 5. It is understood this is to move the event and all the units to the bottom of the dispatch screen. Before the call is closed out with a report, the CAD priority must be changed back to a priority 1 to allow for accurate statistics.



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5. Priority 2 Calls

- a. Definition: A Priority 2 call is where there is no immediate threat to life or property. Misdemeanor crimes in progress are priority 2 calls.
- b. Dispatcher Procedure
  - i. Priority 2 calls will be voiced and digitally dispatched.
  - ii. All calls will be dispatched as soon as possible.
  - iii. If no units are available and the call has been holding for 30 minutes, the dispatcher will notify the field supervisor of the pending call and add remarks stating supervisor was notified.
  - iv. If the call has been holding for an hour, the dispatcher will make a call back to the citizen to advise of the time delay. Remarks will be added to the call when the attempt was made.

6. Priority 3 Calls

- a. Definition: A Priority 3 call includes calls in which a crime has already occurred with no suspects at or near the scene and no threat to life or property.
- b. Dispatcher Procedure
  - i. Priority 3 calls do not need to be voice dispatched unless there is offender information, hazard information, or the call is in progress.
  - ii. If no units are available and the call has been holding for an hour, the dispatcher will notify the field supervisor and add remarks stating supervisor was notified. At this time the dispatcher will make a call back to the citizen to advise of the time delay in dispatch. Remarks will be added to the call when the attempt was made.

- Note: All 10-15 calls will be voice dispatched and two units will be sent.

7. Priority 4 Calls

- a. Definition: A Priority 4 call will be used for field investigator calls to include violent crimes resulting in great bodily injury or death, with a need to determine if a major crime scene team (MCST) call-out is required.
- b. Dispatcher Procedure
  - i. When an officer requests a field investigator to their scene, a field investigator call is created.
  - ii. The call is assigned as a priority 4.

8. Priority 5 Calls

- a. Definition: A Priority 5 call consists of a Periodic Watch originated as a priority 3 by the 9-1-1 operator. It will also be used to generate field investigator calls including aggravated battery which will not result in a MCST call-out; suicides; suspicious, unattended, and unexpected deaths. When entering the CAD event, the 9-1-1 operator will check for history and possible hazards for the location. If the event



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indicates there is a documented hazard, the operator will input the information on the call for the dispatcher's review.

b. Dispatcher Procedure

- i. After the dispatcher has looked at the call, he/she will then change the call to a priority 5 and determine which beat officers will be dispatched on the call.
- ii. The dispatcher will dispatch on the call to a beat unit.
- iii. When a beat unit is not logged on, a nearby beat unit will be dispatched.
- iv. When the CAD event indicates that the offender is violent, has been or is possibly armed with weapons, and/or that hazard information has been documented and/or drug use may be involved, then the dispatcher will dispatch 2 officers, most often the beat unit and nearby beat unit .
- iv. The dispatcher will notify the ECC shift supervisor that a periodic watch needs to be created for the on-coming shift.
- v. When an officer requests a field investigator to their scene, a field investigator call is created and assigned as a priority 5.

9. Priority 6 Calls

a. Definition: Priority 6 calls include calls for Guard Duty and Be On the Look Out (BOLO) events. It will also be used to generate field investigator calls that include an officer who is standing by and cannot leave a worksheet (use of force, recovered stolen vehicle, domestic violence, and similar).

b. Dispatcher Procedure

- i. Dispatchers will dispatch on guard duty calls as necessary and as requested.
- ii. Dispatchers will voice the BOLO call and dispatch to the BOLO unit so there is a history of all BOLO events. After dispatching the call, dispatchers will then put the BOLO unit 10-8 from the call using the word "BOLO" in the disposition field.
- iii. Home and vehicle burglaries will be dispatched to field investigators. These calls were originally made up by the 9-1-1 operator as a priority 3.
- iv. It is the dispatcher's option to change the call to a priority 4, but as soon as the call is dispatched, the call will need to be changed back to its original priority.
- v. When an officer requests a field investigator to their scene, a field investigator call is created and assigned as a priority 6.

NOTE: Dispatchers will add remarks to the call to document information provided to them by the officers.

Example: Canine deployed, Air 10-3, Building clear

F. Delineation of Authority

1. ECC has established guidelines for professional dispatching of police officers by following a delineation of authority.
2. ECC cannot exercise authority over field units except in the use of radio channels, observance of radio discipline, and proper radio procedures.



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3. ECC does exercise a de facto authority over field service units in certain limited areas, which are as follows:
  - a. The dispatcher has the responsibility and authority to screen, evaluate, and dispatch calls for service. A dispatch is an official order to the police officer.
  - b. The dispatcher has the authority to clear officers for meals and coffee breaks.
  - c. The dispatcher has the authority to clear officers for refueling and minor automotive repairs.
4. The field supervisor may countermand the dispatch of an officer approval or denial of meal and coffee breaks, repairs, refueling, changing of vehicles, and other assignments of officers under his/her command.
5. Once ECC has properly dispatched a call for service, it has discharged its responsibility and authority relative to the call.

G. Incident Dispatch Procedure

1. Dispatching Calls/Use of the Computer Aided Dispatch System (CADS)
  - a. The dispatcher will digitally dispatch a unit to a call for service using the CADS.
  - b. If a unit is not equipped with a Mobile Digital Terminal (MDT), the dispatcher will voice all calls for service to the unit and perform their status changes.
  - c. All units equipped with an MDT will update their own status, such as logging enroute, arriving, or logging out of service. Only on occasions when a unit is voice dispatched due to dispatching protocol will a dispatcher perform status changes. Refer also to the Dispatch Training Manual for guidelines.
2. On-Site or Field-Initiated Call
  - a. Field initiated incidents are recorded by logging a unit on-site by utilizing type codes 31s, 24s, 39s, and 7s.
  - b. This incident can be entered by the dispatcher or by the field unit that is equipped with an MDT.
    - i. When officers voice a field-initiated call, they will state their call sign, plate number, location, and then any other information pertinent to the field-initiated incident.
    - ii. Officers are encouraged to only use digital communications and log themselves when they are logging under routine and controlled circumstances.
  - c. In-progress on-site call
    - i. Immediately clear the air of all transmissions when a field unit advises of an in-progress crime he/she has witnessed while on patrol.
    - ii. The incident will be rebroadcasted, including the location, all available information pertaining to the call, and the call sign of the unit arrived at the scene.
    - iii. Dispatch available units and notify a field supervisor.



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3. Signing On and Off Systems

- a. When a dispatcher takes over a dispatch console (phone and CAD), the oncoming dispatcher will sign on using the sign-on procedures outlined in the training manual. This procedure will assist in maintaining accurate records.
- b. Each dispatcher will sign on over the operator they are relieving in order to avoid the loss of control of units during the switch.

H. Field Shift Change and Minimum Reserve Levels

1. Shift Change

- a. In-progress and emergency calls will be dispatched immediately, regardless of the pending shift change.
- b. The field supervisor has the authority to delay dispatch of a call for service, with the exception of a crime that has occurred, an in-progress, or a crime that involves an immediate threat to life or property.
- c. Any call the field supervisor approves to be held will have comments added to the incident justifying the delay in dispatch.
- d. The field supervisor will authorize the dispatcher to advise units when they are allowed to go off duty. Officers will individually log themselves off using their MDT.
- e. The field officers starting their shift will immediately log on to the MDT upon conclusion of briefing.

2. Minimum Reserve Levels

- a. Dispatchers should attempt to keep in-service at least two units in each area command. Dispatch the units when all other units are busy or unable to respond to priority 1 calls.
- b. Although specialized units, such as K9, SWAT, and DWI, are available for dispatch, they cannot be used to maintain the minimum reserve level. Dispatch special units for calls not requiring a report and as back up.
- c. 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 units in-service.
- d. Coffee breaks, meal breaks, routine vehicle maintenance, and other such breaks may be denied if the minimum reserve level cannot otherwise be maintained.
- e. In the event that priority one and two calls reach a critical level, dispatchers will activate, in the order listed below, units on special assignments.
  - i. Reassign patrol units responding to priority 3 calls.
  - ii. Dispatch units from adjacent sectors within the area command.



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- f. When it is necessary to dispatch additional units to priority one calls, dispatchers will be allowed to cross-dispatch from an adjoining area command with the affected area supervisor's approval.
3. Advising of Radio Status
  - a. Officers who are logged "in-service" will be held strictly accountable for the prompt answering of their radio when called by the radio dispatcher.
  - b. Units equipped with MDTs will be required to make their own status changes via their MDTs.
  - c. If a digitally-dispatched officer does not acknowledge by pressing the en route key, the dispatcher will attempt to contact the officer one time by voice transmission. If that is unsuccessful, another unit will be dispatched to the call for service and the unit's supervisor immediately notified.
- I. Dispatching Cover Schedule
  1. It is policy for the ECC to set forth guidelines for dispatching a specific number of officers to incidents.
  2. A dispatch to a call for service is an official order. Any questions, in reference to the incident, are subject to review. The review will occur only after the incident has reached a conclusion.
  3. If an officer calls out with an in-progress offense or a situation, which normally requires back-up assistance, the dispatcher will automatically dispatch cover. In the event the officer declines the back-up assistance, the dispatcher will place the unit back in service.
  4. The dispatcher shall not deviate from the cover schedule unless requested by the sector sergeant.
  5. The Cover Schedule is listed within the appropriate Call Type section of the ECC SOP (section 9-1-28) and indicates the number of officers to be dispatched on a specific type of call. Good judgment will frequently dictate deviations from this guide. Refer also to the Call Types sections for further guidelines.
- J. Jurisdiction of Native American Lands
  1. Native American land is property owned by a tribal group of Native Americans under treaty with the United States. The tribal government and the Federal authorities share jurisdiction.
  2. There are several Indian Reservations and Pueblos in the immediate Albuquerque area.
    - a. Isleta Pueblo



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- b. Laguna Pueblo
- c. Sandia Pueblo
- d. San Felipe Pueblo
- e. Santa Ana Pueblo
- f. Zia Pueblo

3. There are two law enforcement agencies that routinely perform law enforcement functions on Native American lands.

- a. Federal Indian Police: The Federal Indian Police have general jurisdiction on Native American lands. They are Federal Agents commissioned by the Department of Interior, Bureau of Indian Affairs. They may arrest any person, Native American or non-Native American, for any crime committed on tribal lands. They also assist and train Tribal Police Agencies.
- b. Tribal Police: Tribal Police Agencies have limited jurisdiction on tribal lands. They have authority only over misdemeanor offenses on tribal lands. A Native American charged with a misdemeanor offense is brought before the Tribal Court; a non-Native American charged with a misdemeanor offense is brought before the appropriate state court. In case of a felony offense, the Tribal Police notify the Federal Indian Police.

4. There are four Tribal Police Agencies in the Albuquerque Area.

- a. Acoma
- b. Isleta
- c. Laguna
- d. Zia

5. The New Mexico State Police maintain radio communications with Isleta, Laguna, and Zia Tribal Police, and they routinely notify these agencies of calls for service.

6. No Albuquerque police officer shall be dispatched to a Federal Reservation without the permission of the area supervisor, except for routine follow-up investigations.

K. Dispatching Calls Outside the City Limits or Where the Jurisdiction Is Unknown

- 1. Emergency Communications shall not dispatch any unit to locations outside the city limits, without permission of the sector sergeant.
- 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, a police officer will be dispatched.
- 3. Routine dispatching procedures shall be followed when City property or personnel are involved in the following instances:
  - a. Traffic accident involving APD vehicles.





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- b. Private property accident involving any city vehicle.
- c. Theft of City property.
- d. Injury to an on-duty police officer

**L. Cross-Dispatching to Other Area Commands**

- 1. Officers will not be cross-dispatched to take reports in other area commands with the following exceptions: calls received from local hospitals, community protective services and shelters, or the Family Advocacy Center (FAC).
- 2. These calls will be dispatched to units in the Area Command where the crime or incident occurred.



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**9-01-18 Shift Supervisor Procedures and Responsibilities**

A. The Shift Supervisor's key responsibilities are as follows:

1. Supervise, assign, review, and participate in the work of the ECC personnel responsible for processing emergency, nonemergency, and administrative calls for law enforcement agencies, emergency providers, and the general public.
2. Handle citizen complaints according to department policy, as explained in Administrative Orders, COMPLAINTS INVOLVING DEPARTMENT POLICY OR PERSONNEL.
3. Complete yearly evaluations of all employees on an assigned team.
4. Counsel and mentor employees for employee development.
5. Ensure work quality in accordance with the ECC's mission and standards.
6. Ensure adherence to established goals, policies and procedures.
7. Coordinate and implement all in-house training activities for ECC assigned personnel and perform the more technical and complex tasks relative to assigned area of responsibility.
8. Maintain time sheets, employee records, and files for assigned team.
9. Recommend process improvements and/or changes in policies and procedures.
10. Oversee compliance with divisional policies, procedures, and protocols.
11. Be responsible for staffing needs on a daily basis, including administration of leave time.
12. Provide oversight for attaining the goals and objectives of ECC.
13. Be responsible for addressing human resource issues and needs, including FMLA, FLSA, Workers' Compensation, and other similar issues.
14. Participate in monthly meetings with ECC management staff.
15. Serve on various committees.
16. Attend conferences and training sessions, as permitted.
17. Review and sign off on trainee evaluations on a daily basis.



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18. Be knowledgeable of all work positions in the ECC Center, providing relief or additional coverage.
19. Be responsible for creating daily line-ups, ensuring proper staffing at all times.
20. Conduct tours of the center.
21. Audit CAD messages.

B. Notification of Significant Incidents

1. Policy

- a. It is the policy of the department to provide an efficient and reliable system to disseminate, report, and record significant incidents that are brought to the attention of department personnel by any means. The goal is to ensure that all levels of the department are adequately informed about noteworthy incidents.
- b. The shift supervisor will be responsible for issuing the notifications.

2. Chief and/or Deputy Chief Notification

- a. Notification to the Chief and/or the Deputy Chief will be made for significant incidents including, but not limited to:
  - i. Death or serious injury to police officer on or off duty
  - ii. Death or serious injury to others resulting from a police action
  - iii. Arrest of a "high profile" individual (such as a person in a position of public trust, a notorious fugitive, or a similar individual)
  - iv. Any incident or arrest of an officer and/or supervisor
  - v. Major road closures involving interstate traffic
  - vi. Major fires to include federal property, city property, and/or schools
  - vii. Civil disorders, riots, and demonstrations
  - viii. Threats to the mayor's office
  - ix. Any in-custody deaths
  - x. Any city employee who becomes involved in a shooting or an accident which results in serious injury or death

b. Significant Incident Alert Form (SIG Alert)

A SIG alert will be issued for significant events including, but not limited to:

- Fatal call-outs
- SWAT activations

c. Notification to Investigative Division (Call-out)

The following incidents will require the appropriate investigative division response:

- Officer involved shootings
- Fatal accidents (will only be approved by motor command staff)
- SWAT (will only be approved by Tactical command staff)
- Homicide (will only be approved by the field investigative unit)



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- Active shooter
- Discharge of weapon to disable a vehicle
- Discharge of a weapon (that is, accidental discharge or shooting of an animal)

NOTE: It is the responsibility of the investigative department supervisor to provide an updated list of on-call personnel, to include their primary contact information.

d. Notification of Officer Injury

APOA is to be notified of any officer injury.

e. Twitter

Twitter will be used for significant events, including but not limited to:

- Accidents on the freeway and major intersections
- Vehicle stolen while left unattended when running, such as warm-ups
- Obstruction of **roadways or freeways** causing road hazards

C. Electronic Tracking System (ETS)

The ETS is utilized by specialized units and is monitored by the on-duty ECC shift supervisor.

D. 3SI Security Tracking System

The 3SI is utilized by specialized units and is monitored by the on-duty ECC shift supervisor.

E. Bait Tracking System (Bait Car)

The BAIT system is utilized by various investigative divisions and is monitored by the on-duty ECC shift supervisor.

F. Staffing **Expectations**

It is the responsibility of the on-duty ECC shift supervisor to ensure that each shift is sufficiently staffed based on current minimum staffing requirements.

G. **Tracing/Pinging a Cell Phone**

- ~~1. In the event a request to ping a number is received from an officer, the service dispatcher or on-duty shift supervisor will be responsible for obtaining the information.~~
- ~~2. Once a location is determined, a call for service will be generated.~~



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### H. Cancelling Case Numbers

1. Case numbers are assigned by the CAD system when a report will be generated.
2. Case numbers can only be cancelled by the ECC shift supervisor, when it has been determined the case number is no longer needed.

### I. Patching Radio Frequencies

1. Occasionally, incidents occur when officers from different area commands and different police departments may need to communicate with each other.
2. In order to facilitate car-to-car communications, it is possible to “patch” these frequencies together. Patching can be done from any console, but current practice is that it is completed by a supervisor.

### J. Handling Citizen and Employee Complaints

1. For citizen complaints, the APD employee receiving the complaint will forward the complaint to the supervisor.
2. ~~The shift supervisor will handle complaints per the pre-established protocol in the Commendations and Complaints section of this SOP. Also refer to Administrative Orders, COMPLAINTS INVOLVING DEPARTMENT POLICY OR PERSONNEL.~~
2. Citizen complaints should be referred to the Civilian Police Oversight Agency – refer to Administrative Orders, COMPLAINTS INVOLVING DEPARTMENT POLICY OR PERSONNEL.

### K. Emergency Operation/Evacuation Plan

1. In the event there is an emergency situation (such as fire, smoke, building damage) in the Emergency Operations Center building where Communications is housed, the Evacuation Plan may be executed.
2. Refer to Disruption of Emergency Communications Center Systems/Operations and Emergency Evacuation Plan in this SOP.

### L. Domestic Violence Release Information

1. Officers routinely respond to domestic violence calls for service. Upon completion of the call, a report will be generated by the primary officer. If an arrest is made for domestic violence or battery on a household member, the arresting officer will ascertain the victim’s contact information, which will then be entered into the New Mexico Offender Release Notification (NewMorn) application.
2. Upon release of the domestic violence offender, the Metropolitan Detention Center (MDC) will contact the APD ECC center. The on-duty ECC shift supervisor will



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attempt contact with the listed victim by telephone to advise of the release information. If contact is not made via telephone, a call for service will be created for the home address for the victim if the location is known. The NewMorn will be updated with the outcome.

Note: A log with offender and victim information is maintained by the on-duty communications supervisor and kept for recording purposes.



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**9-01-19 Conflicts Between Communications and Field Members or Personnel from Other Agencies**

A. Conflicts Between Communications and Field Members

(Also refer to Administrative Order - Complaints Involving Department Policy or Personnel.)

1. 9-1-1/NCIC operators and dispatchers encountering conflicts based on ECC procedures or problems during their shifts will report them to the ECC shift supervisor.
2. Field officers calling ECC employees on procedural complaints will be directed to contact their field supervisor.
3. Disputes between field personnel and ECC employees over the radio shall not be tolerated.
  - a. When an officer requests urgent assistance that conflicts with ECC policies, the operator or dispatcher will complete the assignment and then refer the situation to the shift supervisor.
  - b. The problem will then be discussed laterally by the field supervisor and ECC shift supervisor. If the matter requires further attention, the parties will submit reports in writing to their respective chains of command.
4. The dispatcher will notify the ECC shift supervisor immediately when a field unit has not complied with radio protocol (such as tonality or being rude or unprofessional). The shift supervisor will notify the field Unit's supervisor, either directly or by letter through the chain of command, when deemed necessary.

B. Conflicts with Citizens or Other Agency Personnel

1. Employees are not to argue with citizens or other agency personnel.
2. The ECC shift supervisor will take care of any issues or complaints.



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**9-01-20 Call Assignment**

A. Calls for Service

1. Operators are to create a call for service for any citizen requesting an officer and/or needing help.
2. If the citizen is requesting an officer, a call will be created.

B. Calls Requiring Mandatory Dispatch of Field Officers

1. Below is a list of calls that require a police officer to take a report.
2. If there is offender information, an officer will be dispatched, regardless of type of call. Any in-progress calls will require an officer to be dispatched.

- a. Homicide
- b. Suicide
- c. DOA
- d. Bomb calls
- e. Felony embezzlement
- f. Robbery (armed or unarmed)
- g. Prowler
- h. Suspicious person or activity
- i. Loitering or refusing to leave
- j. Physical fight
- k. Assault battery and physical fight
- l. Burglaries
- m. Grand larceny
- n. Forgery
- o. Loud party or music
- p. Disturbance
- q. Alarms
- r. Auto theft recovered
- s. Runaway/Missing (under 18 years of age, mentally ill, elderly or disabled, or possible danger to one's self or others)
- t. Vandalism (involving major damage or suspect information)

C. Public Service Aides (PSAs)

Public Service Aides will respond to these call types for service:

- a. Abandoned vehicle on public property
- b. Accidents with no injuries (public or private property) to include those accidents involving damages to the extent towing is necessary
- c. Accident and crime scene assist (such as directing traffic)





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- d. Adult missing person investigation (missing of own volition; no foul play – and with field supervisor notification)
- e. Beat checks (supplementary to beat officer checks)
- f. Found and recovered item(s)
- g. House and business
- h. Juvenile or runaway investigations- no foul play
- i. Missing person report, except age 12 or under, mentally ill, elderly, disabled, or possible danger to ones' self or others
- j. Parking enforcement
- k. Petty larceny report
- l. Pickup or delivery of messages, items, or correspondence
- m. Police vehicle transport activities
- n. Stranded motorist assist
- o. Tow-in reports and waiting for wreckers
- p. Traffic direction
- q. Vandalism report (minor damage-no suspect information)
- r. Victim and witness transportation
- s. Welfare checks



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**9-01-21 Federal Communications Commission (FCC)**

A. General Guidelines

1. Department policy is to coordinate the delivery of police services with requests from citizens and department personnel utilizing radio, telephone, and digital communications equipment.
2. The ECC provides a 24-hour, 365 day, 2-way radio capability providing continuous communication with client agency personnel.

B. Radio Techniques and Regulations

1. ECC personnel will operate professionally at all times by following procedures set forth by the Federal Communications Commission and the Albuquerque Police Department Standard Operating Procedures.
2. The dispatcher will also keep an accurate account of officers under their responsibility.

C. Use of Radio – FCC Communications Division Requirements

1. FCC Rules and Regulations

It is policy for the ECC personnel to obey all rules, regulations, directives, or orders that include the rules set forth by the Federal Communications Commission.

2. FCC License Required

- a. FCC regulations require a public safety radio station to carry the proper licenses issued by the Federal Communications Commission.
- b. The posted license is in the ECC and at each base station.

3. Radio Log

- a. The FCC requires dispatchers to sign in with their name, along with the periods of duty, at the beginning and at the end of their watch.
- b. The CAD automatically records times and dates during the sign on process.

D. Improper Language

It is imperative that employees follow the **FCC Rules and Regulations, Title 18, Section 1464**, of the United States Code which states the following:

“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.”



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E. Protocol for Radio Communications

The following steps will eliminate all unnecessary talking and save air time:

1. Be impersonal by not using the words "thank you," "please," "sir," or "ma'am" on the air.
2. Avoid familiarity; always use the unit call numbers. Do not use titles and names unless necessary.
3. All transmissions will be as short and relevant as possible. If lengthy transmissions are necessary, such as necessary broadcasts of missing children or wanted persons, the transmission will be broken into short segments, so that an officer with emergency traffic can get on the air.
4. Any violation of radio protocol by the dispatcher may result in disciplinary action. If the violation is grossly negligent of policy and procedure, the shift supervisor may immediately relieve the dispatcher from duty with disciplinary action as further recourse.



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**9-01-22 Attempt To Locate (ATL) and Be On the Lookout (BOLO) Procedures**

- A. The ECC provides standardized formats and procedures for broadcasts of wanted and missing persons, attempt to locate, wanted vehicles, and stolen vehicles.
- B. ATL for Driver or Vehicle
  1. Upon receiving a call for a driver or vehicle for which the caller has provided a plate number, the 9-1-1 operator will enter the ATL as a call/event.
  2. The CAD command will be used to enter the plate and state information of the vehicle. This is to include any ATL given by TRU.
  3. Note on the call that the created event is an ATL only and add if TRU has passed on this information
- C. ATL and Other Broadcasts
  1. When a patrol officer requests an attempt to locate broadcast, the dispatcher will take the information provided and add it to the original call for service. The dispatcher will then re-voice the information on their assigned frequency.
  2. It will be the dispatcher's responsibility to create another call for service in a BOLO format with a BOLO ten code and cross reference the events. A computer-aided dispatch message will then be sent to all other dispatch consoles requesting the information be broadcasted on each frequency.
  3. Once this is completed, the original dispatcher will send the BOLO call for service to their BOLO unit (as in BOLO1, BOLO2) and clear the call with a BOLO disposition.



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**9-01-23 Use of Field Investigators and Evidence Technicians**

A. Communications will dispatch a field investigator (FI, 64) and/or field evidence technician (FET) to collect evidence and process crime scenes in the following instances:

1. Any scene when an officer has deemed that evidence is present. The officer will request an FI and the dispatcher will send.
2. Reports of burglaries (27-5 call types). The FI or FET will have the initial responsibility of investigating the case when the home or business has been cleared by the caller, and no offender is present.

NOTE: At no time will a 9-1-1 operator ask a citizen to clear a home or business.

3. Accidents involving police vehicles
4. Incidents when the offender is resisting arrest
5. Scenes where individuals have been injured prior to officer contact (pre-existing)
6. Incidents where force has been used
7. Damage to public and private property
8. Forced entry
9. Administrative investigations
10. Execution of search warrants
11. There is no need to send a field service bureau officer unless there is a safety situation identified and/or the FI requests a field services unit.
12. An FI may be called to process the scene if the original officer determines it is appropriate. Officers will remain with the citizen until the FI arrives, and the citizen will not be told to wait for an FI unless the original report is taken.

B. Change of Priority and Area

1. Upon receiving an aforementioned call, the dispatcher will change the priority to 4 and the area to FI. This will make the calls visible to all dispatchers.
2. Upon completion and prior to closing, the priority and area will be changed back to the original priority and area.

C. Time Delay

1. If the call is going overdue at 60 minutes, the dispatcher will dispatch a field unit.



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2. If both the field and FIs are busy, the first available unit will to respond to the call for service.

**D. Photos Only Required**

1. There are some instances where only photos are required.

2. Sergeants will assist and/or handle these instances if they are equipped with a camera.



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**9-01-24 Commendations and Complaints**

A. Employee Commendations

1. When exemplary performance is observed or brought to the attention of the shift supervisor or Administration, the performance is documented with all pertinent information regarding the exceptional performance.
2. The documentation will be submitted to the employee's assigned shift supervisor. The ECC manager will review all commendation documentation and submit said documentation to the office of the Chief of Police for recognition and/or will provide it to the administrator to prepare the appropriate certificate.
3. The original commendation will become part of the employee file with a copy provided to the employee.

**B. Complaints Involving Department Policy or Personnel**

Per Administrative Order, Complaints Involving Department Policy or Personnel: There are two categories of complaints – Internal or "I" and Citizen Complaints "CPC".

C. Processing Citizen Complaints

1. The APD employee who takes the citizen complaint on the appropriate form forwards the complaint to the shift supervisor.
2. The shift supervisor will log the complaint in the Complaint Log and forward the complaint to Internal Affairs before the end of the next shift.
3. Internal Affairs will forward the complaint to the CPOA within three business days.
4. The CPOA investigates all citizen complaints.

D. Internal Employee Complaints

1. Complaints concerning ECC personnel are to be transferred to the on-duty shift supervisor.
2. If the complaint is regarding field personnel and the call is currently active, the 9-1-1 operator is to add comments to the incident that the caller is requesting to file a complaint, and the dispatcher is to send a field supervisor.

E. Other Agency Complaints



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1. Other agency personnel are asked to follow their chain of command when reporting a complaint or concern. Line personnel should route complaints or concerns involving ECC personnel or procedures through their immediate supervisor.
2. Other agency supervisors expressing a complaint shall be referred to the shift supervisor to file their complaint. All other agency complaints must be thoroughly documented, logged in the Complaint Log, and forwarded to the ECC manager within two (2) working days. If more time is needed, the manager must be notified. The manager (or designee) will provide verification of receipt to the other agency that initiated the complaint. If such complaint requires immediate action or intervention, the shift supervisor will take the necessary actions and document the action taken.
3. Within five (5) working days of receipt, the manager (or designee) will respond to the user agency. If the situation requires more immediate contact, the response will be made as soon as feasible. The complaint response contact may be extended beyond the five (5) working days only for good cause and with the approval of the manager. If the response is delayed beyond five (5) working days of receipt, the manager will provide periodic status reports to the other agency that initiated the complaint.

F. Internal Affairs Investigation

1. Per **Administrative Orders**, it is the policy of this department to accept all complaints, including anonymous complaints, of alleged employee misconduct, to equitably determine whether the allegations are valid or invalid and to take appropriate corrective action.
2. It is also departmental policy to conduct all investigations in an objective, fair, and impartial manner to maintain the trust of our community. For further information, refer to Administrative Order, **Complaints Involving Department Policy or Personnel**.

9-01-25 Reserved

9-01-26 Reserved





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**9-01-27 Call Types – Out of Service Codes**

The following are out of service codes and will not have a CAD event created.

**10-19 – Return To**

**A. Description**

The return to code is used in verbiage of call text or while speaking over the radio.

**B. Priorities**

Priority 9 - Not available to take a call.

**10-34 – Officer or Meet Officer**

**A. Description**

The officer or meet officer code is used verbiage of call text or while speaking over the radio.

**B. Priorities**

Priority 9 - Not available to take a call.

**10-62 – Logged on/off duty officer**

**A. Description**

The logged on/off duty officer code is used to advise dispatch to log on and off.

**B. Priorities**

Priority 9 - Not available to take a call.

**10-66 – Nature Call**

**A. Description**

The logged on/off duty officer code is used when officer needs a bathroom break.

**B. Priorities**

Priority 9 - Not available to take a call.



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**10-75 – Miscellaneous Out Code**

**A. Description**

The miscellaneous out code is used to mark an Officer 'out of service'. Officers are not available to respond to calls for service while logged 75.

**B. Priorities**

Priority 9 - Not available to take a call.

**Moved back to 9-1-28 section and changed language**



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9-28 EMERGENCY COMMUNICATIONS CENTER ORDERS

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**9-1-28-1 Purpose**

The purpose of this policy is to define the various call types used by Emergency Communications Center (ECC) personnel and the procedures for their dispatch.

**9-1-28-2 Policy**

Department ECC personnel shall use a standardized approach in gathering information from the general public and disseminating information to responding officers.

**9-1-28-3 Definitions**

A. 311

The 311 Citizen Contact Center is a centralized call center for the City of Albuquerque. The 311 service is a single telephone number for all non-emergency City of Albuquerque inquiries and services

B. AFD

This is the acronym for the Albuquerque Fire Department.

C. Alert Tone

The Alert Tone is an audible tone broadcast on a radio frequency to alert personnel of an impending emergency call.

D. ALL OPS

The ALL OPS radio channel allows Telecommunicators to simultaneously broadcast over all APD radio frequencies.

E. ANI/ALI

ANI/ALI is the acronym for Automatic Number Identification/Automatic Location Identification. This is a tool used by 9-1-1 call takers to identify the telephone number and location of a caller.



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**F. CAD**

CAD is the acronym for Computer Aided Dispatch. This software aids a Telecommunicator with collection, storage and dissemination of emergency and non-emergency information.

**G. Caller**

A caller is an individual who contacts the Emergency Communications Center (ECC) to request emergency or non-emergency assistance.

**H. Digital Dispatch**

I. Digital dispatch occurs when a Telecommunicator assigns an officer to a call using CAD only.

**J. Emergency Checklist**

The emergency checklist is a set of questions made available to Telecommunicators and developed to elicit pertinent information specific to an emergency call type.

**K. Hazards**

Hazards are stored in CAD and contain important information tied to a specific person or location. When a person or location is selected for a call, CAD alerts the Telecommunicator and responding officer of the existence of a hazard.

**L. NCIC**

NCIC is the acronym for the National Crime Information Center. NCIC is a Criminal Justice Information System administered by the Federal Bureau of Investigation. This database is only accessible by law enforcement personnel and holds information on wants, warrants, stolen items and missing persons.

**M. Order of Protection**

An Order of Protection is issued by the courts to protect an individual or individuals from another individual or individuals. An Order of Protection is most frequently issued in situations where domestic violence has occurred or is occurring.

**N. Plate History**

This information, stored in databases accessed by Telecommunicators, contains information on what agency has run a license plate through NCIC and on what date and time this occurred.



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O. Prior Events

Prior events consist of past law enforcement and emergency services encounters involving a specific person or location.

P. Priority Protocol

The priority protocol is a hierarchical system designed to prioritize pending calls for service. Emergency calls, such as those events that are in progress, and where life or property is in imminent danger, are classified a priority 1. Non-emergency events that are not in progress are classified as priority 3.

Q. PSA

This **is** the acronym for a Police Service Aide. A PSA is a non-sworn member of the Department, responsible for assisting sworn officers with certain tasks.

R. Radio Frequency

A designated radio frequency on the spectrum of radio frequencies assigned by the Federal Communications Commission (FCC) to the Albuquerque Police Department for use in disseminating and receiving law enforcement-related information.

S. Sig Alert

An electronic alert generated by a designated Department representative for the purpose of alerting relevant Department personnel of a significant incident.

T. TRU

This is the acronym for the Telephone Reporting Unit. The Telephone Reporting Unit is responsible for completing offense/incident reports via telephone and the Internet in certain non-emergency incidents.

U. Voice Dispatch

Voice dispatch occurs when a Telecommunicator assigns an officer to a call using radio communications.



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**9-1-28-4 10-10 Call Type, Periodic Watch**

- A. The periodic watch is used to dispatch a call when officer assistance is needed ~~when~~ if a citizen is requesting a periodic patrol because ~~of residents are on vacation or reporting prior suspicious activity.~~ **to be documented and researchable**. Requests for periodic watches are for the purpose of safeguarding citizens and their property.
- B. Priorities
1. Priority 3—used in an event when periodic patrol is needed of a non-emergent nature
  2. All periodic watch calls will be classified as a priority 3.
    - a. Dispatch of units--one field unit (preferably a beat or sector unit)
    - b. Notifications—shift supervisor (up to 24 hours)
  3. Requests for watches longer than 24 hours will be referred to the Area Command Substation.
- C. 9-1-1 Operator Duties
- Priority 3—Obtain pertinent information per pre-established protocol/procedures, to include requested duration and create a CAD event.
- D. Dispatcher Duties
1. Dispatch field units according to priority procedures.
  2. Check all event-related hazards, prior events, and plate history.



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**9-1-28-5 10-10-0 Call Type, Welfare Check**

A. The welfare check is used to dispatch a call when officer assistance is needed to check an address of a relative, friend, or acquaintance if the citizen has exhausted all means of contacting the person with no success. In addition, there is reason to believe the subject needs police assistance.

B. Priorities

1. Priority 1

- a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
- b. Dispatch of units—two field units
- c. Notifications—None

**NOTE:** If the caller reports weapons involved, the sergeant and shift supervisor are to be notified. If the call changes or becomes one of the incidents listed in SO 18-44 ECC Notifications to FSB Supervisors, the dispatcher will ensure the Sergeant acknowledges the status change. The on duty ECC supervisor will also be notified by the dispatcher of the status change of the incident. If the incident changes once officers are on scene, the officers will be responsible for notifying their sergeant.

2. Priority 3

- a. Used in a non-emergent event when a citizen has been unable to contact an individual and believes assistance may be needed.
- b. Dispatch of units—one field unit

C. 9-1-1 Operator Duties

1. Priority 1

Follow the Emergency Checklist and disconnect using appropriate closing remarks.

2. Priority 3

Obtain pertinent information per pre-established protocol/procedures.

3. Additional questions the 9-1-1 operator must ask for each priority.

- a. When is the last time that you (citizen) last spoke to the subject? (Obtain time frame.)
- b. Is there an order of protection involved?





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D. Dispatcher Duties

1. Priority 1

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log/update all status changes and location changes as they occur.

2. Priority 3

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log/update all status changes and location changes as they occur.



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9-1-28-6 10-11 Call Type, Animal

- A. The animal call type is used to dispatch calls when officer assistance is needed concerning animal calls and animal welfare.
- B. Priorities
  - 1. Priority 1
    - a. Requested by citizen when there is a belief that immediate assistance is required, to include the following:
      - i. animal bite
      - ii. attacking, aggressive, and vicious animal
      - iii. animal obstructing traffic
      - iv. animal left in vehicle when temps exceed 75 degrees or animal is in distress
    - b. Dispatch of units—two field officers
    - c. Notifications—None

**NOTE:** If the caller reports weapons involved, the sergeant and shift supervisor are to be notified. If the call changes or becomes one of the incidents listed in SO 18-44 ECC Notifications to FSB Supervisors, the dispatcher will ensure the Sergeant acknowledges the status change. The on duty ECC supervisor will also be notified by the dispatcher of the status change of the incident. If the incident changes once officers are on scene, the officers will be responsible for notifying their sergeant.

- 2. Priority 3
  - a. All non-emergency calls received concerning animals during 311 business hours will be directed to 311. When 311 is closed, all citizens reporting non-emergency situations should be instructed to contact 311 during regular business hours.
  - b. This also includes any call with significant time delay regarding animal calls requesting officer contact.
- C. 9-1-1 Operators Duties
  - 1. Priority 1
    - a. Follow the Emergency Checklist and disconnect with appropriate closing remarks.
    - b. Notify Animal Control of the information on the law enforcement only line.
    - c. Notify Department of Game and Fish when bears, mountain lions, and similar wild animals are reported.



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d. Notify Animal Control when coyotes are injured, aggressive, or present on school grounds.

2. Priority 3

- a. Give pertinent information per pre-established protocol/procedures.
- b. Notify Urban Biology when citizen is reporting a coyote sighting.

D. Dispatcher Duties

1. Priority 1

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log/update all status changes and location changes as they occur.

2. Priority 3

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log/update all status changes and location changes as they occur.



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**9-1-28-7 10-14 Call Type, Escort**

A. Escort call types are used to dispatch calls when officer assistance is needed concerning an escort for dignitaries or officials, funerals, parades, and other such events.

B. Priority

Priority 3—used in the event when there is a belief based on priority protocol that there is no immediate threat

C. Dispatcher Duties

Priority 3

1. Obtain pertinent information per pre-established protocol/procedures.
2. Digitally dispatch field units according to priority procedures and as assigned or requested.
3. Notify the shift supervisor who will also establish a radio frequency if needed.
4. If predetermined, monitor the assigned radio frequency and facilitate any requests.



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**9-1-28-8 10-15 Call Type, Domestic Violence/Family Fight**

- A. Domestic violence or family fight call types are used to dispatch calls when officer assistance is needed concerning domestic disputes which involve family members, ex-family members, relations through marriage, blood relations, or person with whom there is or has been an intimate relationship. This call type is used where an active order of protection is in place (domestic related) and if what just happened would constitute a violation of the order, and/or if there are current threats of violence involved.
- B. Priorities
  - 1. Priority 1
    - a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required
    - b. Dispatch of units—two field units
    - c. Notifications—shift supervisor and sergeant
  - 2. Priority 2
    - a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat
    - b. Dispatch of units—two field units
  - 3. Priority 3
    - a. Used in the event when there is a belief based on priority protocol that there is no immediate threat
    - b. Dispatch of units—two field units
- C. 9-1-1 Operator Duties
  - 1. Priority 1
    - a. Follow the Emergency Checklist.
    - b. Reassure caller that officers will be responding.
    - c. Advise the citizen to stay on the line until officers have made contact.
  - 2. Priorities 2 and 3—Obtain pertinent information per pre-established protocol/procedures.



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D. Dispatcher Duties

1. Priorities 1, 2, and 3

- a. Voice and digitally dispatch field units according to Priority Procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

2. Domestic Violence Calls - All domestic violence calls despite priority will be voiced and digitally dispatched and will have two (2) officers dispatched to the call.



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**9-1-28-9 10-15-1 Call Type, Domestic Relations Escort**

- A. Domestic relations escorts are used to dispatch calls when officer assistance is needed concerning nonviolent domestic situations, such as to pick up essential personal belongings and/or to exchange guardianship of children. (To pick up nonessential items, refer caller to BCSO civil division.)
  
- B. Priorities
  - 1. Priority 3
    - a. Used in the event when there is a belief based on priority protocol that there is no immediate threat
    - b. Dispatch of units—one field unit
  
- C. 9-1-1 Operator Duties
  - Priority 3—Obtain pertinent information per pre-established protocol/procedures.
  
- D. Dispatcher Duties
  - Priority 3
    - 1. Digitally dispatch field units according to Priority Procedures.
    - 2. Check all event-related hazards, prior events, and plate history.
    - 3. Facilitate any requests.
    - 4. Log and update all status changes and location changes as they occur.



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**9-1-28-10 10-16 Call Type, Prisoner in Custody or Prisoner Pick Up**

- A. Prisoner in custody or prisoner pick up calls are used to dispatch calls when officer assistance is needed concerning a prisoner in custody, the transport of the prisoner in custody, and/or guarding a prisoner who is in custody or who has been admitted to a hospital.
  
- B. Priority  
  
Priority 2
  - 1. Dispatch of units—one field unit
  - 2. Notifications—sergeant, when pertaining to guard duty
  
- C. Dispatcher Duties  
  
Priority 2
  - 1. Obtain pertinent information per pre-established protocol/procedure, which includes:
    - a. original CAD number
    - b. prisoner's name and/or trauma name
    - c. prisoner's room number, and/or location in hospital
  - 2. Digitally dispatch field units according to priority procedures.
  - 3. Guard duty schedule/requirements are maintained by the on duty supervisor.
    - a. Guard duty is handled by a different area command every month. The list for guard duty assignments is kept at the shift supervisor's desk.
    - b. If there is an active guard duty call on the last day of the month, the relieving area command must be ready to relieve for guard duty by 2300 on that last day.





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**9-1-28-11 10-17 Call Type, Pick Up and/or Deliver Items**

- A. Pick up and/or deliver items calls are used to dispatch calls when officer assistance is needed concerning items that were discovered by a citizen and requested to be picked up by an officer and/or delivered to an individual.
  
- B. Priority  
  
Priority 3
  - 1. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
  - 2. Dispatch of units—one field unit or PSA
  
- C. 9-1-1 Operator Duties  
  
Priority 3—Obtain pertinent information per pre-established protocol/procedures.
  
- D. Dispatcher Duties  
  
Priority 3
  - 1. Obtain pertinent information per pre-established protocol/procedures.
  - 2. Digitally dispatch field units according to priority procedures and as assigned or requested.
  - 3. Check all event-related hazards, prior events, and plate history.
  - 4. Facilitate any requests.
  - 5. Log and update all status changes and location changes as they occur.



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**9-1-28-12 10-18 Call Type, Intoxicated (Drunk)**

- A. Intoxicated call types are used to dispatch calls when officer assistance is needed concerning an intoxicated individual.
- B. Priority  
Priority 3
  - 1. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
  - 2. Dispatch of units—one field unit
- C. 9-1-1 Operator Duties  
Priority 3—Obtain pertinent information per pre-established protocol/procedures.
- D. Dispatcher Duties  
Priority 3
  - 1. Digitally dispatch field units according to priority procedures.
  - 2. Check all event-related hazards, prior events, and plate history.
  - 3. Facilitate any requests.
  - 4. Log and update all status changes and location changes as they occur.



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**9-1-28-13 10-23 Call Type, Sex Offense**

- A. Sex offense call types are used to dispatch calls when officers' assistance is needed concerning criminal sexual contact and when penetration or the intent to penetrate did not occur. Use this call type to report sexual acts such as prostitution, exposure, unwanted touching or groping of a private part or area, or public display of sexual activity.
- B. Priorities
  - 1. Priority 1
    - a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
    - b. Dispatch of units—two field units
    - c. Notifications—shift supervisor and sergeant
  - 2. Priority 2
    - a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
    - b. Dispatch of units—two field units
  - 3. Priority 3
    - a. Used in the event when there is a belief based on priority protocol that there is no immediate threat
    - b. Dispatch of units—one field unit
- C. 9-1-1 Operator Duties
  - 1. Priority 1
    - a. Follow the Emergency Checklist.
    - b. Reassure caller that officers will be responding.
    - c. Advise the citizen to stay on the line until officers have made contact.
  - 2. Priorities 2 and 3

Obtain pertinent information per pre-established protocol/procedures.
- D. Dispatcher Duties
  - 1. Priorities 1 and 2
    - a. Voice and digitally dispatch field units according to Priority Procedures.
    - b. Check all event-related hazards, prior events, and plate history.



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- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

**2. Priority 3**

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.



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**9-1-28-14 10-24 Call Type, Direct Traffic**

A. Direct traffic call types are used to dispatch calls when officer assistance is needed at any type of traffic hazard such as stalled vehicles, illegal parking (handicapped), or traffic light failure.

B. Priorities

1. Priority 1

- a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
- b. Dispatch of units: two field units or one field unit and one PSA
- c. Notifications: None

**NOTE:** If the caller reports weapons involved, the sergeant and shift supervisor are to be notified. If the call changes or becomes one of the incidents listed in SO 18-44 ECC Notifications to FSB Supervisors, the dispatcher will ensure the Sergeant acknowledges the status change. The on duty ECC supervisor will also be notified by the dispatcher of the status change of the incident. If the incident changes once officers are on scene, the officers will be responsible for notifying their sergeant.

2. Priority 2

- a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
- b. Dispatch of units: two field units or one field unit and one PSA

3. Priority 3

- a. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
- b. Dispatch of units—one field unit or one PSA

C. 9-1-1 Operator Duties

1. Priority 1

- a. Follow the Emergency Checklist.
- b. Reassure caller that officers will be responding.
- c. Advise the citizen to stay on the line until officers have made contact.

2. Priorities 2 and 3

Obtain pertinent information per pre-established protocol/procedures.



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D. Dispatcher Duties

1. Priorities 1 and 2

- a. Voice and digitally dispatch field units according to Priority Procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

2. Priority 3

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

E. Example

1. Abandoned Vehicles

Personnel receiving a report of an abandoned vehicle will do the following:

- a. Obtain the license number and run an inquiry through NCIC.
- b. If vehicle has been reported stolen, create an incident for dispatch (27-7F).
- c. If the vehicle is not stolen, the operator will obtain additional information such as, the vehicle make, model, and color and compare it to the NCIC return for a possible match. Additional follow up questions will be asked as follows: are any broken windows or did the caller notice if the vehicle has been tampered with. If the make, model and color match and the answer is no to any tampering of the vehicle, have the citizen notify the property owner/management or advise the property owner he or she can have the vehicle towed.
- d. If the abandoned vehicle is not stolen and is on public property, refer the caller to 311.

2. If a vehicle is abandoned under suspicious circumstances, which may indicate that it is possibly stolen or involved in a criminal offense, an officer shall be dispatched (10-31).



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**9-1-28-15 10-25 Call Type, Contact**

A. Contact call types are used to dispatch calls when officers' assistance is needed concerning a non-police related situation.

B. Priority

Priority 3

1. Used in the event when there is a belief based on priority protocol that there is no immediate threat
2. Dispatch of units—one field unit

C. 9-1-1 Operator Duties

Priority 3

1. Obtain pertinent information per pre-established protocol/procedures.
2. In the comments field of a call, indicate if the calling party would like contact with an officer.

D. Dispatcher Duties

Priority 3

1. Digitally dispatch field units according to priority procedures.
2. Check all event-related hazards, prior events, and plate history.
3. Facilitate any requests.
4. Log and update all status changes and location changes as they occur.



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**9-1-28-16 10-27 Call Type, Investigation Of**

A. This call type is used to dispatch calls when an officer or investigator returns to the scene of a crime at a later date for additional information.

B. Priorities

Priority 3

1. Used in the event when there is a belief based on priority protocol that there is no immediate threat
2. Dispatch of units—one field unit

C. Dispatcher Duties

Priority 3

1. Obtain pertinent information per pre-established protocol/procedures and cross-reference to original CAD event.
2. Digitally dispatch field units according to priority procedures and as assigned or requested.
3. Check all event-related hazards, prior events, and plate history.
4. Facilitate any requests.
5. Log and update all status changes and location changes as they occur.





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**9-1-28-17 10-27-0 Call Type, Forgery/Credit Cards**

A. This call type is used to dispatch calls when officers' assistance is needed concerning the act of forgery and/or fraudulent use of checks or credit cards.

B. Priorities

1. Priority 1

- a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
- b. Dispatch of units—two field units
- c. Notifications—None

**NOTE:** If the caller reports weapons involved, the sergeant and shift supervisor are to be notified. If the call changes or becomes one of the incidents listed in SO 18-44 ECC Notifications to FSB Supervisors, the dispatcher will ensure the Sergeant acknowledges the status change. The on duty ECC supervisor will also be notified by the dispatcher of the status change of the incident. If the incident changes once officers are on scene, the officers will be responsible for notifying their sergeant.

2. Priority 2

- a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
- b. Dispatch of units—two field units

3. Priority 3

- a. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
- b. Dispatch of units—one field unit

C. 9-1-1 Operator Duties

1. Priority 1

- a. Follow the Emergency Checklist.
- b. Reassure caller that officers will be responding.
- c. Advise the citizen to stay on the line until officers have made contact.

2. Priorities 2 and 3

Obtain pertinent information per pre-established protocol/procedures.

D. Dispatcher Duties



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1. Priorities 1 and 2

- a. Voice and digitally dispatch field units according to Priority Procedures.
- b. Check all event-related hazards, prior events and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

2. Priority 3

- a. Digitally dispatch field units according to priority procedures.
- b. Check all-event related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.



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9-1-28-18 10-27-1 Call Type, Homicide

- A. Homicide call type is used by an investigator when it is determined a homicide has occurred.
- B. Dispatcher Duties

None

~~Change call type when requested by an investigator.~~



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**9-1-28-19 10-27-2 Call Type, Criminal Sexual Penetration**

- A. Criminal sexual penetration call type is used to dispatch calls when officers' assistance is needed concerning unlawful and intentional causing of a person to engage in intercourse or the causing of penetration, to include intent (attempted) to commit penetration.
  
- B. Priorities
  - 1. Priority 1
    - a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
    - b. Dispatch of units—two field units
    - c. Notifications—shift supervisor and sergeant
  
  - 2. Priority 2
    - a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
    - b. Dispatch of units—two field units
    - c. Notifications—shift supervisor and sergeant
  
  - 3. Priority 3
    - a. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
    - b. Dispatch of units—one field unit
    - c. Notifications—shift supervisor
  
- C. 9-1-1 Operator Duties
  - 1. Priority 1
    - a. Follow the Emergency Checklist.
    - b. Reassure caller that officers will be responding.
    - c. Advise the citizen to stay on the line until officers have made contact.
  
  - 2. Priorities 2 and 3
    - Obtain pertinent information per pre-established protocol/procedures.



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D. Dispatcher Duties

1. Priority 1

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

2. Priority 2

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

3. Priority 3

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.



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**9-1-28-20 10-27-3 Call Type, Robbery**

- A. This call type is used to dispatch calls when officers' assistance is needed concerning the felonious taking of someone's property from his or her person or in his or her immediate presence, against his or her will, by violence or intimidation.
  
- B. Robbery Ten Codes
  - 1. 27-3A Auto carjacking
  - 2. 27-3B Commercial armed robbery
  - 3. 27-3C Emergency alarm/ETS activation
  - 4. 27-3I Individual armed robbery
  - 5. 27-3R Residential armed robbery/home invasion
  
- C. Priorities
  - 1. Priority 1
    - a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
    - b. Dispatch of units—two field units
    - c. Notifications—shift supervisor and sergeant
  
  - 2. Priority 2
    - a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
    - b. Dispatch of units—two field units
  
  - 3. Priority 3
    - a. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
    - b. Dispatch of units—two field units
    - c. Notifications—shift supervisor
  
- D. 9-1-1 Operator Duties
  - 1. Priority 1
    - a. Follow the Emergency Checklist.
    - b. Reassure caller that officers will be responding.
    - c. Advise the citizen to stay on the line until officers have made contact.
  
  - 2. Priorities 2 and 3

Obtain pertinent information per pre-established protocol/procedures.



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E. Dispatcher Duties

1. Priority 1

- a. Alert Tone and ALL OPS are required during an in-progress or just-occurred call.
- b. Voice and digitally dispatch field units according to Priority Procedures.
- c. Check all event-related hazards, prior events, and plate history.
- d. Facilitate any requests.
- e. Log and update all status changes and location changes as they occur.

2. Priority 2

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

3. Priority 3

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.



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**9-1-28-21 27-4 Call Type, Aggravated Assault**

- A. The aggravated assault call type is used to dispatch calls when officers' assistance is needed concerning the unlawful assaulting or striking at another person with a deadly weapon, unlawful touching, or application of force to another person with intent to injure that person or another. Any unwanted touching or applying of force, verbal or with an object.
  
- B. Priorities
  - 1. Priority 1
    - a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
    - b. Dispatch of units—two field units
    - c. Notifications—shift supervisor and sergeant
  
  - 2. Priority 2
    - a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
    - b. Dispatch of units—two field units
  
  - 3. Priority 3
    - a. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
    - b. Dispatch of units—one field unit
  
- C. 9-1-1 Operator Duties
  - 1. Priority 1
    - a. Follow the Emergency Checklist.
    - b. Reassure caller that officers will be responding.
    - c. Advise the citizen to stay on the line until officers have made contact.
  
  - 2. Priorities 2 and 3

Obtain pertinent information per pre-established protocol/procedures.





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D. Dispatcher Duties

1. Priorities 1, 2

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

2. Priority 3

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.



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9-1-28-22 27-5 Call Type, Burglary

A. The burglary call type is used to dispatch calls when an officers' assistance is needed concerning the unauthorized entry of any vehicle, watercraft, aircraft, dwelling or other structure, movable or immovable, with the intent to commit any felony or theft therein.

B. Burglary Ten Codes

Each burglary will be given a specific 10-code determined by answers received to questioning.

1. 27-5A Auto burglary
2. 27-5C Commercial burglary
3. 27-5E Burglary/ETS activation
4. 27-5R Residential burglary

C. Priorities

1. Priority 1

- a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
- b. Dispatch of units—two field units
- c. Notifications—shift supervisor and sergeant only for 27-5E;  
None for 27-5A; 27-5C; 27-5R

**NOTE:** If the caller reports weapons involved, the sergeant and shift supervisor are to be notified. If the call changes or becomes one of the incidents listed in SO 18-44 ECC Notifications to FSB Supervisors, the dispatcher will ensure the Sergeant acknowledges the status change. The on duty ECC supervisor will also be notified by the dispatcher of the status change of the incident. If the incident changes once officers are on scene, the officers will be responsible for notifying their sergeant.

2. Priority 2

- a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
- b. Dispatch of units—two field units

3. Priority 3

- a. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
- b. Dispatch of units—one field unit or a field investigator



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- c. In the event of a delayed auto burglary response, the citizen will be given the option to contact TRU or do the report online.

D. 9-1-1 Operator Duties

1. Priority 1

- a. Follow the Emergency Checklist.
- b. Reassure caller that officers will be responding.
- c. Advise the citizen to stay on the line until officers have made contact.

2. Priorities 2 and 3

- a. Obtain pertinent information per pre-established protocol/procedures.
- b. Determine if caller has already filed a report. If they have not, enter a call for service. If the item stolen is property that has a tracking device, indicate in the call whether the citizen is tracking the item stolen and how.

E. Dispatcher Duties

1. Priority 1

- a. Alert Tone and ALL OPS are required during an in progress or just occurred.
- b. Voice and digitally dispatch field units according to Priority Procedures.
- c. Check all event-related hazards, prior events, and plate history.
- d. Facilitate any requests.
- e. Log and update all status changes and location changes as they occur.

2. Priority 2

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

3. Priority 3

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.



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**9-1-28-23 27-6 Call Type, Theft, Fraud, Embezzlement**

A. This call type is used to dispatch calls when officers' assistance is needed in the event of any of the following:

1. Theft – act of stealing or carrying away of the personal goods or property of another; larceny
2. Fraud – a person who misrepresents or makes deceitful pretenses; a breach of confidence to gain unfair or dishonest advantage
3. Embezzlement – to appropriate fraudulently for one's own use the money or property entrusted to one's care

B. Theft, Fraud, and Embezzlement Ten Codes

27-6M Theft--Metal (Illegal taking of metal to include copper, aluminum, and other metals)

C. Priorities

1. Priority 1

- a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
- b. Dispatch of units—two field units
- c. Notifications—None

**NOTE:** If the caller reports weapons involved, the sergeant and shift supervisor are to be notified. If the call changes or becomes one of the incidents listed in SO 18-44 ECC Notifications to FSB Supervisors, the dispatcher will ensure the Sergeant acknowledges the status change. The on duty ECC supervisor will also be notified by the dispatcher of the status change of the incident. If the incident changes once officers are on scene, the officers will be responsible for notifying their sergeant.

2. Priority 2

- a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
- b. Dispatch of units—two field units

3. Priority 3

- a. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
- b. Dispatch of units—one field unit



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c. In the event of a delayed larceny with no suspect information, the citizen will be given the option to contact TRU or do the report on line.

D. 9-1-1 Operator Duties

1. Priority 1

- a. Follow the Emergency Checklist.
- b. Reassure caller that officers will be responding.
- c. Advise the citizen to stay on the line until officers have made contact.

2. Priorities 2 and 3

- a. Obtain pertinent information per pre-established protocol/procedures.
- b. Determine if caller has already filed a report. If they have not, enter a call for service. If the item stolen is property that has a tracking device, indicate in the call whether the citizen is tracking the item stolen and how.

E. Dispatcher Duties

1. Priority 1

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

2. Priority 2

- a. Voice and digitally dispatch field units according to Priority Procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

3. Priority 3

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

F. Government Ids include Driver's License, Motor Vehicle Division (MVD) Issued Identification, and Passports.

1. In the event that a call is received stating that a vehicle, home, wallet, purse, or similar item has been broken into or stolen, it is the 9-1-1 operator's responsibility to



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ask the caller if any government ID was taken, prior to referring the caller to the TRU.

2. If a government ID was taken, the 9-1-1 operator should create a call for service where a police officer can make contact with the caller to investigate the situation and enter necessary information immediately into the National Crime Information Center.
3. If a passport is lost or stolen, the US Department of Passport will handle the report. The phone number is 202-955-0447 (per Homeland Security 332-5256).
4. If a Social Security card is lost or stolen, the Social Security Administration will handle the report.

**G. Property Tracking - Electronics**

1. Many devices and software programs are available for purchase to track electronics. An example would be a computer with tracking software installed on the hard drive. When the item is stolen, the victim can track the item on another computer.
2. APD will respond on this type of call. The 9-1-1 operator must first determine if the caller has already filed a report. If the caller has not already filed a report, enter a call for service (27-6, 27-5, or other) and indicate in the call whether the citizen is tracking the item stolen and how. If the citizen has already filed the initial report, enter a 25 call and indicate what is occurring in the comments. This is a priority three call unless other information indicates the call should be a higher priority, such as if the caller is currently confronting a suspect, or similar situation.



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9-1-28-24 27-7 Call Type, Auto Theft

A. Auto theft calls are used to dispatch calls when officers' assistance is needed for the unlawful taking of a motorized vehicle. Each auto theft will be given a specific 10-code determined by answers received to questioning.

B. Auto Theft Ten Codes

1. 27-7E Emergency alarm – BAIT activation
2. 27-7F Found (located) stolen vehicle
3. 27-7W Warm-up stolen vehicle

C. Priorities

1. Priority 1

- a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
- b. Dispatch of units—two field units
- c. Notifications—shift supervisor and sergeant only for 27-7E  
None for 27-7F and 27-7W

**NOTE:** If the caller reports weapons involved, the sergeant and shift supervisor are to be notified. If the call changes or becomes one of the incidents listed in SO 18-44 ECC Notifications to FSB Supervisors, the dispatcher will ensure the Sergeant acknowledges the status change. The on duty ECC supervisor will also be notified by the dispatcher of the status change of the incident. If the incident changes once officers are on scene, the officers will be responsible for notifying their sergeant.

2. Priority 2

- a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
- b. Dispatch of units—two field units

3. Priority 3

- a. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
- b. Dispatch of units—one field unit
- c. In the event of an auto theft, the citizen will be given the option to contact TRU.



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D. 9-1-1 Operator Duties

1. Priority 1

- a. Follow the Emergency Checklist.
- b. Reassure caller that officers will be responding.
- c. Advise the citizen to stay on the line until officers have made contact.

2. Priorities 2 and 3

Obtain pertinent information per pre-established protocol/procedures.

3. For Call Type 27-7F, refer to Call Type 10-46 protocol.

E. Dispatcher Duties

1. Priority 1

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

2. Priority 2

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

3. Priority 3

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.





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**9-1-28-25 27-8 Call Type, Shooting**

- A. The shooting call type is used to dispatch calls when officers' assistance is needed concerning a firearm that has been discharged and a person has been hit, wounded, damaged, or killed.
- B. Priorities
  - 1. Priority 1
    - a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
    - b. Dispatch of units—two field units
    - c. Notifications—shift supervisor and sergeant
  - 2. Priority 2
    - a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
    - b. Dispatch of units—two field units
    - c. Notifications—shift supervisor and sergeant
  - 3. Priority 3
    - a. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
    - b. Dispatch of units—one field unit
    - c. Notifications—shift supervisor and sergeant
- C. 9-1-1 Operator Duties
  - 1. Priority 1
    - a. Follow the Emergency Checklist.
    - b. Reassure caller that officers will be responding.
    - c. Advise the citizen to stay on the line until officers have made contact.
  - 2. Priorities 2 and 3
    - Obtain pertinent information per pre-established protocol/procedures.
- D. Dispatcher Duties
  - 1. Priority 1
    - a. Alert Tone and ALL OPS are required during an in-progress or just occurred call.
    - b. Voice and digitally dispatch field units according to priority procedures.



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- c. Check all event-related hazards, prior events, and plate history.
- d. Facilitate any requests.
- e. Log and update all status changes and location changes as they occur.

2. Priority 2

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

3. Priority 3

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

E. Active Shooter

1. The Active Shooter incident is designed to be utilized universally in response to any violent incident wherein an armed assailant(s) has remained on or near the scene and continues to present a threat to the safety of the citizens and that requires rapid deployment as opposed to containment and negotiation.

Note: Locations in which the active shooter incident plan can be utilized include, but are not limited to, educational facilities, shopping malls, large building complexes, public venues, businesses, and similar venues.

- a. The dispatcher will refer to 2-1-17-D-4 Dispatcher duties, Priority 1 Calls for procedure.
- b. The first sworn department member (regardless of rank) arriving on scene will verify that the incident is an active shooter incident.
- c. The dispatcher will request the Incident Commander be determined for the scene.
- d. The dispatcher will notify the shift supervisor of the incident.
- e. The shift supervisor will implement the Active Shooter Incident call out notification listed in the shift supervisor Procedures and Responsibilities section.



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**9-1-28-26 27-9 Call Type Stabbing**

- A. A stabbing call type is used to dispatch calls when officers' assistance is needed concerning a pointed weapon that has been used to penetrate, pierce or wound a person.
- B. Priorities
  - 1. Priority 1
    - a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
    - b. Dispatch of units—two field units
    - c. Notifications—shift supervisor and sergeant
  - 2. Priority 2
    - a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
    - b. Dispatch of units—two field units
    - c. Notifications—shift supervisor and sergeant
  - 3. Priority 3
    - a. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
    - b. Dispatch of units—one field unit
    - c. Notifications—shift supervisor and sergeant
- C. 9-1-1 Operator Duties
  - 1. Priority 1
    - a. Follow the Emergency Checklist.
    - b. Reassure caller that officers will be responding.
    - c. Advise the citizen to stay on the line until officers have made contact.
  - 2. Priorities 2 and 3

Obtain pertinent information per pre-established protocol/procedures.
- D. Dispatcher Duties
  - 1. Priority 1
    - a. Alert Tone and ALL OPS are required during an in-progress or just occurred call.
    - b. Voice and digitally dispatch field units according to priority procedures.



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- c. Check all event-related hazards, prior events, and plate history.
- d. Facilitate any requests.
- e. Log and update all status changes and location changes as they occur.

**2. Priority 2**

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

**3. Priority 3**

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.



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**9-1-28-27 10-28 Call Type, Missing Person**

- A. A missing person call type is used to dispatch calls when officers' assistance is needed concerning a person whose whereabouts is unknown. This also includes runaways.
- B. Priorities
1. Priority 1
    - a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required to include:
      - i. Children 12 years of age and younger
      - ii. Regardless of age
        - mentally handicapped
        - physically handicapped
        - has a medical condition
    - b. Dispatch of units—two field units
    - c. Notifications—shift supervisor and sergeant
  2. Priority 2
    - a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
    - b. Dispatch of units—two field units
  3. Priority 3
    - a. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
    - b. Dispatch of units—one field unit
    - c. Missing persons 18 years and older will be referred to TRU.
- C. Shift Supervisor Duties
1. The shift supervisor will be alerted when an Amber Alert, Missing Child Alert, and Silver Alert are activated.
  2. The shift supervisor will update the communications staff.
- D. 9-1-1 Operator Duties
1. Priority 1



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- a. Follow the Emergency Checklist.
- b. Reassure caller that officers will be responding.
- c. Advise the citizen to stay on the line until officers have made contact.

2. Priorities 2 and 3

Obtain pertinent information per pre-established protocol/procedures.

**NOTE:**

Upon receiving a call that the missing person or runaway has returned, the 9-1-1 operator will create a call for service and cross-reference it to the original CAD. The operator will then attempt to contact the missing persons unit during business hours and advise them of the call holding. If they are able to respond, the operator will add remarks and the dispatcher will cancel the call. If there is no answer or the detective cannot respond, a unit will be dispatched.

A missing persons or runaway call, which is pending for dispatch, may be cancelled by the dispatcher without an officer response, provided the following criteria are met:

- The missing person or runaway is not listed in NCIC.
- The original caller is attempting to cancel.
- There is no safety issue identified or present.

It should always be taken into consideration whether there is a need for a welfare check. Consider the totality of the situation.

Example 1: A six-year old who has been missing for four hours and returns while the call is holding. The parents (original callers) now want to cancel the call. It is advisable to have officers continue for a welfare check.

Example 2: A 15-year-old who was missing returns home and now the parents and juvenile are arguing. A response is appropriate and officers should continue to do a welfare check and change the call type to 10-15.

E. NCIC Duties

When authorized, NCIC has the capability to send an Amber Alert via Teletype.

F. Dispatcher Duties

1. Priority 1

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

2. Priority 2

- a. Voice and digitally dispatch field units according to priority procedures.



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- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

**3. Priority 3**

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.



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**9-1-28-28 10-29 Call Type, Wanted Check/Broadcast**

A. This call type is used to dispatch calls when officers' assistance is needed concerning a person convicted or accused of a crime and who is fleeing from prosecution or is turning himself or herself in.

B. Priorities

1. Priority 1

- a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
- b. Dispatch of units—two field units
- c. Notifications—None

**NOTE:** If the caller reports weapons involved, the sergeant and shift supervisor are to be notified. If the call changes or becomes one of the incidents listed in SO 18-44 ECC Notifications to FSB Supervisors, the dispatcher will ensure the Sergeant acknowledges the status change. The on duty ECC supervisor will also be notified by the dispatcher of the status change of the incident. If the incident changes once officers are on scene, the officers will be responsible for notifying their sergeant.

2. Priority 2

- a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
- b. Dispatch of units—two field units

C. 9-1-1 Operator Duties

1. Priority 1

- a. Follow the Emergency Checklist.
- b. Reassure caller that officers will be responding.
- c. Advise the citizen to stay on the line until officers have made contact.

2. Priority 2

Obtain pertinent information per pre-established protocol/procedures.

D. Dispatcher Duties

1. Priorities 1 and 2

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.





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- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

2. The dispatcher will ensure that a field supervisor will be dispatched to all wanted person and search warrant calls for service. The dispatcher will indicate on the CAD event which sergeant was notified. The sergeant can then acknowledge and will advise if he or she wants to be dispatched on the event.

E. **Warrant Service by Department Personnel**

The area command dispatcher receiving the information via radio or phone will advise the shift supervisor or on-duty Sergeant of the impending service of the warrant.

F. **Bondsman and Bounty Hunter Authority**

1. Calls received from a bondsman or bounty hunter requesting a police response to a location will only be dispatched when there is a valid arrest warrant for the individual or there is a disturbance.
2. When a call is received, the bondsman will properly identify himself as a bondsman or bounty hunter to the 9-1-1 operator.
3. A bondsman or bounty hunter must have the name, date of birth, and/or social security number of the individual.
4. The 9-1-1 operator must then verify the warrant through the National Crime Information Center (NCIC).
5. If the warrant is valid, then the operator will create a call for service, and it will be prioritized as follows:
  - a. All felony warrants will be entered as a Priority 2.
  - b. All misdemeanor warrants will be entered as a Priority 3.
  - c. At any time a disturbance is related to one of these calls, the call will be entered or changed to a Priority 1.
  - d. If the warrant is not valid, the operator will then advise the bondsman or bounty hunter that the warrant is not valid and that officers will not be responding.



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9-1-28-29 10-30 Call Type, Juvenile

A. A juvenile call type is used to dispatch calls when officers' assistance is needed concerning a child when another ten code is not applicable.

**B. Juvenile Ten Codes**

1. 10-30-1 Physical Abuse of a child – Intentional act causing injury or trauma to a child (under the age of 18). This is when injury is inflicted or the spanking of a child.

**Example:**

- A neighbor calls and says she is babysitting a child (5 years old) and he has what look like burn marks on his chest.
- A female caller states she is inside Albertsons and a female is spanking a small (approximately 2 years old) girl.
- A male calls and says a boy (12 years old) in his son's school has a broken arm.

2. 10-30-2 Sexual Abuse of a child A form of child abuse in which an adult or older adolescent uses a child for sexual stimulation, this includes child exploitation, child pornography and/or child prostitution and the child (under the age of 18).

**Example:**

- A mother calls and says she left her daughter (7 years old) with her stepson (19 years old) and her daughter is saying that the stepson touched her private area over her clothing.
- A male calls and says that he saw nude pictures of a small child in his friend's home.
- A father calls and says that his daughter (12 year old) was touched under her shirt at school.

3. 10-30-3 Child Neglect Unsafe living conditions; physical neglect which refers to the failure to provide a child (under the age of 18) with basic necessities of life such as food, clothing; medical neglect is when caregivers do not meet a child's basic health and wellness.

**Example:**

- A female calls and says her neighbor constantly leaves her daughter (7 years old) alone in the home with no food.
- A female calls and says that a boy (6 years old) at her son's school has had lice for several weeks.
- A male calls and says that three children (ages 3-8 years old) are constantly dirty and hungry. They live in the apartment above him.
- A child (3 years of age) was found walking in the street alone.



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C. Priorities

1. Priority 1

- a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
- b. Dispatch of units—two field units
- c. Notifications—None

**NOTE:** If the caller reports weapons involved, the sergeant and shift supervisor are to be notified. If the call changes or becomes one of the incidents listed in SO 18-44 ECC Notifications to FSB Supervisors, the dispatcher will ensure the Sergeant acknowledges the status change. The on duty ECC supervisor will also be notified by the dispatcher of the status change of the incident. If the incident changes once officers are on scene, the officers will be responsible for notifying their sergeant.

2. Priority 2

- a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
- b. Dispatch of units—two field units
- c. Notifications—None

3. Priority 3

- a. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
- b. Dispatch of units—one field unit
- c. Notifications—None

D. 9-1-1 Operator Duties

1. Priority 1

- a. Follow the Emergency Checklist.
- b. Reassure caller that officers will be responding.
- c. Advise the citizen to stay on the line until officers have made contact.

2. Priorities 2 and 3

Obtain pertinent information per pre-established protocol/procedures.



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E. Dispatcher Duties

1. Priority 1

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

2. Priority 2

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

3. Priority 3

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

Note: APD does not automatically respond with AFD on calls involving children. If there are circumstances indicating the injury or call involves suspicious activity or the injury may have been intentional, then PD should be sent. With regular medical-type calls, it is not necessary for PD to respond. If the call taker feels the circumstances are suspicious and PD is needed, the reasons should be clearly documented in the call for service. If the caller gave no indication of intentional harm to a child, AFD will assess when on-scene, and if PD is needed, AFD will request them to respond.



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**9-1-28-30 10-31 Call Type, Suspicious Person or Vehicle**

A. The suspicious person or vehicle call type is used to dispatch calls when officers' assistance is needed concerning suspicious activity by a person or vehicle.

B. Priorities

1. Priority 1

- a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
- b. Dispatch of units—two field units
- c. Notifications—None

**NOTE:** If the caller reports weapons involved, the sergeant and shift supervisor are to be notified. If the call changes or becomes one of the incidents listed in SO 18-44 ECC Notifications to FSB Supervisors, the dispatcher will ensure the Sergeant acknowledges the status change. The on duty ECC supervisor will also be notified by the dispatcher of the status change of the incident. If the incident changes once officers are on scene, the officers will be responsible for notifying their sergeant.

2. Priority 2

- a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
- b. Dispatch of units—two field units

3. Priority 3

- a. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
- b. Dispatch of units—one field unit

C. 9-1-1 Operator Duties

1. Priority 1

- a. Follow the Emergency Checklist.
- b. Reassure caller that officers will be responding.
- c. Advise the citizen to stay on the line until officers have made contact.

2. Priorities 2 and 3

Obtain pertinent information per pre-established protocol/procedures.



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D. Dispatcher Duties

1. Priority 1

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

2. Priority 2

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

3. Priority 3

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.



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**9-1-28-31 31-1 Call Type, 9-1-1 Hang-Up Calls**

- A. The call type for 9-1-1 hang-ups is used to dispatch calls when officers' assistance is needed concerning a 9-1-1 hang-up call or a caller who disconnected before contact was made.
- B. Priorities
  - 1. Priority 2
    - a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
    - b. Dispatch of units—two field units
- C. 9-1-1 Operator Duties
  - 1. Priority 2
    - a. Call back the number received on the ANI/ALI to verify if assistance is needed.
    - b. If contact is re-established and the caller does not desire response or assistance or the operator cannot detect any problems with the caller, then no law enforcement response is required. Notes should be added to indicate that contact was made and the call for service should be cancelled.
    - c. If contact is not re-established after the first callback attempt, a call for service will be entered and remarks will be added to the call indicating no contact was made.
    - d. In the event contact is made, refer to the Call Handling Procedures.
    - e. Regarding 9-1-1 hang-up calls from wireless phones,
      - i. Call back the number received on the ANI/ALI to verify if assistance is needed, and
      - ii. If contact is not established, no further action will be taken.
- D. Dispatcher Duties
  - Priority 2
    - 1. Voice and digitally dispatch field units according to priority procedures.
    - 2. Check all event-related hazards, prior events, and plate history.
    - 3. Facilitate any requests.
    - 4. Log and update all status changes and location changes as they occur.



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**9-1-28-32 10-31D Call Type, Suspicious/Intoxicated Subject**

- A. This call type is used to dispatch calls when officers' assistance is needed concerning a subject who is causing a problem, smells of alcohol, and presents a frequent issue for area businesses and the police department itself.
- B. Priorities
  - 1. Priority 1
    - a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
    - b. Dispatch of units—two field units
  - 2. Priority 2
    - a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
    - b. Dispatch of units—two field units
- C. 9-1-1 Operator Duties
  - 1. Priority 1
    - a. Follow the Emergency Checklist.
    - b. Reassure caller that officers will be responding.
    - c. Advise the citizen to stay on the line until officers have made contact.
  - 2. Priorities 2 and 3
    - Obtain pertinent information per pre-established protocol/procedures.
- D. Dispatcher Duties
  - 1. Priority 1
    - a. Voice and digitally dispatch field units according to priority procedures.
    - b. Check all event-related hazards, prior events, and plate history.
    - c. Facilitate any requests.
    - d. Log and update all status changes and location changes as they occur.
  - 2. Priority 2
    - a. Voice and digitally dispatch field units according to priority procedures.
    - b. Check all event-related hazards, prior events, and plate history.
    - c. Facilitate any requests.
    - d. Log and update all status changes and location changes as they occur.





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**9-1-28-33 10-32 Call Type, Fight In Progress**

- A. The fight in progress call type is used to dispatch calls when officers' assistance is needed concerning a fight in progress where actual physical confrontation is occurring.
- B. Priorities
  - 1. Priority 1
    - a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
    - b. Dispatch of units—two field units
  - 2. Priority 2
    - a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
    - b. Dispatch of units—two field units
- C. 9-1-1 Operator Duties
  - 1. Priority 1
    - a. Follow the Emergency Checklist.
    - b. Reassure caller that officers will be responding.
    - c. Advise the citizen to stay on the line until officers have made contact.
  - 2. Priorities 2 and 3
    - Obtain pertinent information per pre-established protocol/procedures.
- D. Dispatcher Duties
  - 1. Priority 1
    - a. Voice and digitally dispatch field units according to priority procedures.
    - b. Check all event-related hazards, prior events, and plate history.
    - c. Facilitate any requests.
    - d. Log and update all status changes and location changes as they occur.
  - 2. Priority 2
    - a. Voice and digitally dispatch field units according to priority procedures.
    - b. Check all event-related hazards, prior events, and plate history.
    - c. Facilitate any requests.
    - d. Log and update all status changes and location changes as they occur.



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**9-1-28-34 10-33 Call Type, Fire**

- A. The fire call type is used in the event when an officer calls out with a fire or AFD requests our assistance and it cannot be put under any other call type.
- B. Priorities
  - 1. Priority 1
    - a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
    - b. Dispatch of units—two field units
- C. 9-1-1 Operator Duties
  - 1. Priority 1
    - a. Follow the Emergency Checklist.
    - b. Reassure caller that officers will be responding.
    - c. Advise the citizen to stay on the line until officers have made contact.
- D. Dispatcher Duties
  - 1. Priority 1
    - a. Voice and digitally dispatch field units according to priority procedures.
    - b. Check all event-related hazards, prior events, and plate history.
    - c. Facilitate any requests.
    - d. Log and update all status changes and location changes as they occur.



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**9-1-28-35 10-35 Call Type, Prowler**

- A. The prowler call type is used to dispatch calls when officers' assistance is needed concerning somebody who moves stealthily around an area looking for an opportunity to commit a criminal act.
- B. Priorities
  - 1. Priority 1
    - a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
    - b. Dispatch of units—two field units
    - c. Notifications—None

**NOTE:** If the caller reports weapons involved, the sergeant and shift supervisor are to be notified. If the call changes or becomes one of the incidents listed in SO 18-44 ECC Notifications to FSB Supervisors, the dispatcher will ensure the Sergeant acknowledges the status change. The on duty ECC supervisor will also be notified by the dispatcher of the status change of the incident. If the incident changes once officers are on scene, the officers will be responsible for notifying their sergeant.

- 2. Priority 2
  - a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
  - b. Dispatch of units—two field units
- 3. Priority 3
  - a. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
  - b. Dispatch of units—one field unit

C. 9-1-1 Operator Duties

- 1. Priority 1
  - a. Follow the Emergency Checklist.
  - b. Reassure caller that officers will be responding.
  - c. Advise the citizen to stay on the line until officers have made contact.
- 2. Priorities 2 and 3

Obtain pertinent information per pre-established protocol/procedures.



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D. Dispatcher Duties

1. Priorities 1 and 2

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

2. Priority 3

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.



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**9-1-28-36 10-37 Call Type, Shoplifter**

A. The shoplifter call type is used to dispatch calls when officers' assistance is needed concerning a shoplifter who is being detained or at the request of store personnel concerned with loss prevention.

B. Priorities

1. Priority 1

a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.

a. Dispatch of units—two field units

b. Notifications—None

**NOTE:** If the caller reports weapons involved, the sergeant and shift supervisor are to be notified. If the call changes or becomes one of the incidents listed in SO 18-44 ECC Notifications to FSB Supervisors, the dispatcher will ensure the Sergeant acknowledges the status change. The on duty ECC supervisor will also be notified by the dispatcher of the status change of the incident. If the incident changes once officers are on scene, the officers will be responsible for notifying their sergeant.

2. Priority 2

a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.

b. Dispatch of units—two field units

3. Priority 3

a. Used in the event when there is a belief based on priority protocol that there is no immediate threat.

b. Dispatch of units—one field unit

C. 9-1-1 Operator Duties

1. Priority 1

a. Follow the Emergency Checklist.

b. Reassure caller that officers will be responding.

c. Advise the citizen to stay on the line until officers have made contact.

2. Priorities 2 and 3

a. Obtain pertinent information per pre-established protocol/procedures.



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D. Dispatcher Duties

1. Priorities 1 and 2

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

2. Priority 3

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.



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9-1-28-37 10-38 Call Type, Vandalism

A. The vandalism call type is used to dispatch calls when officers' assistance is needed regarding criminal damage and/or destruction or defacement directed toward any property without the permission of the property owner where a theft has not occurred.

B. Priorities

1. Priority 1

- a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
- b. Dispatch of units—two field units
- c. Notifications—None

**NOTE:** If the caller reports weapons involved, the sergeant and shift supervisor are to be notified. If the call changes or becomes one of the incidents listed in SO 18-44 ECC Notifications to FSB Supervisors, the dispatcher will ensure the Sergeant acknowledges the status change. The on duty ECC supervisor will also be notified by the dispatcher of the status change of the incident. If the incident changes once officers are on scene, the officers will be responsible for notifying their sergeant.

2. Priority 2

- a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
- b. Dispatch of units—two field units

3. Priority 3

- a. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
- b. Dispatch of units—one field unit
- c. In the event of a delayed vandalism, the citizen will be given the option to contact TRU or do the report on line.

C. 9-1-1 Operator Duties

1. Priority 1

- a. Follow the Emergency Checklist.
- b. Reassure caller that officers will be responding.
- c. Advise the citizen to stay on the line until officers have made contact.

2. Priorities 2 and 3



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Obtain pertinent information per pre-established protocol/procedures.

D. Dispatcher Duties

1. Priorities 1 and 2

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

2. Priority 3

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.





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**9-1-28-38 10-38M Call Type, Damage to Transformers/Metal**

- A. This call type is used to dispatch calls when officers' assistance is needed regarding only criminal damage to property in the attempt to steal metal, to include copper, aluminum, and other such metals.
- B. Priorities
  - 1. Priority 3
    - a. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
    - b. Dispatch of units—one field unit
- C. 9-1-1 Operator Duties
  - Priority 3—Obtain pertinent information per pre-established protocol/procedures.
- D. Dispatcher Duties
  - Priority 3
    - 1. Digitally dispatch field units according to priority procedures.
    - 2. Check all event-related hazards, prior events, and plate history.
    - 3. Facilitate any requests.
    - 4. Log and update all status changes and location changes as they occur.



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**9-1-28-39 10-39 Call Type, Disturbance**

A. The disturbance call type is used to dispatch calls when officers' assistance is needed concerning persons or vehicles causing a disruption.

B. Priorities

1. Priority 1

- a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
- b. Dispatch of units—two field units
- c. Notifications—None

**NOTE:** If the caller reports weapons involved, the sergeant and shift supervisor are to be notified. If the call changes or becomes one of the incidents listed in SO 18-44 ECC Notifications to FSB Supervisors, the dispatcher will ensure the Sergeant acknowledges the status change. The on duty ECC supervisor will also be notified by the dispatcher of the status change of the incident. If the incident changes once officers are on scene, the officers will be responsible for notifying their sergeant

2. Priority 2

- a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
- b. Dispatch of units—two field units

3. Priority 3

- a. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
- b. Dispatch of units—one field unit

C. 9-1-1 Operator Duties

1. Priority 1

- a. Follow the Emergency Checklist.
- b. Reassure caller that officers will be responding.
- c. Advise the citizen to stay on the line until officers have made contact.

2. Priorities 2 and 3

Obtain pertinent information per pre-established protocol/procedures.

D. Dispatcher Duties



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1. Priority 1

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

2. Priority 2

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

3. Priority 3

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.



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**9-1-28-40 10-39-1 Call Type, Loud Music**

- A. The loud music call type is used to dispatch calls when officers' assistance is needed concerning a situation when loud music is causing a disturbance in the area either from a residence, business, or vehicle.
- B. Priorities
  - Priority 3
    - 1. Used in the event when there is a belief based on priority protocol that there is no immediate threat
    - 2. Dispatch of units—one field unit
- C. 9-1-1 Operator Duties
  - Priority 3—Obtain pertinent information per pre-established protocol/procedures.
- D. Dispatcher Duties
  - Priority 3
    - 1. Digitally dispatch field units according to priority procedures.
    - 2. Check all event-related hazards, prior events and plate history.
    - 3. Facilitate any requests.
    - 4. Log and update all status changes and location changes as they occur.



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**9-1-28-41 10-39-2 Call Type, Loud Party**

A. The loud party call type is used to dispatch calls when officers' assistance is needed concerning a situation when there are complaints regarding a party causing a disturbance in the area, either from a residence or business.

B. Priorities

1. Priority 1

- a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
- b. Dispatch of units—two field units
- c. Notifications—None

**NOTE:** If the caller reports weapons involved, the sergeant and shift supervisor are to be notified. If the call changes or becomes one of the incidents listed in SO 18-44 ECC Notifications to FSB Supervisors, the dispatcher will ensure the Sergeant acknowledges the status change. The on duty ECC supervisor will also be notified by the dispatcher of the status change of the incident. If the incident changes once officers are on scene, the officers will be responsible for notifying their sergeant

2. Priority 2

- a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
- b. Dispatch of units—two field units

C. 9-1-1 Operator Duties

1. Priority 1

- a. Follow the Emergency Checklist.
- b. Reassure caller that officers will be responding.
- c. Advise the citizen to stay on the line until officers have made contact.

2. Priority 2

Obtain pertinent information per pre-established protocol/procedures.

D. Dispatcher Duties

1. Priorities 1 and 2



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- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.



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**9-1-28-42 10-39-3 Call Type, Shots Fired**

- A. The shots fired call type is used to dispatch a call when officers' assistance is needed concerning a report of shots fired.
- B. Priorities
  - Priority 3
    - 1. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
    - 2. Dispatch of units—one field unit
- C. 9-1-1 Operator Duties
  - Priority 3—Obtain pertinent information per pre-established protocol/procedures.
- D. Dispatcher Duties
  - Priority 3
    - 1. Digitally dispatch field units according to priority procedures.
    - 2. Check all event-related hazards, prior events, and plate history.
    - 3. Facilitate any requests.
    - 4. Log and update all status changes and location changes as they occur.



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**9-1-28-43 10-39-4 Call Type, Aggressive Drivers/Road Rage**

A. The aggressive drivers and road rage call type is used to dispatch a call when officers' assistance is needed concerning the following:

1. A wrong way driver
2. A driver forcing other vehicles off the roadway
3. Drivers who refuse to stop following the aggressive driver
4. If weapons are involved
5. Callers requesting 25

B. Priorities

1. Priority 1

- a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
- b. Dispatch of units—two units
- c. Notifications—None

**NOTE:** If the caller reports weapons involved, the sergeant and shift supervisor are to be notified. If the call changes or becomes one of the incidents listed in SO 18-44 ECC Notifications to FSB Supervisors, the dispatcher will ensure the Sergeant acknowledges the status change. The on duty ECC supervisor will also be notified by the dispatcher of the status change of the incident. If the incident changes once officers are on scene, the officers will be responsible for notifying their sergeant

C. 9-1-1 Operator Duties

Priority 1

1. Follow the Emergency Checklist.
2. Reassure caller that officers will be responding.
3. Advise the citizen to stay on the line until officers have made contact.

D. Dispatcher Duties

Priority 1

1. Voice and digitally dispatch field units according to priority procedures.
2. Check all event-related hazards, prior events, and plate history.
3. Facilitate any requests





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4. Log and update all status changes and location changes as they occur.

E. DWI Calls (39-4s)

1. The protocol for handling DWI calls is as follows:

- a. Priority 1 - The 9-1-1 will create a priority 1 call for service for the following incidents.
- b. However, if the caller states that the driver is doing something dangerous that is not listed below, the call can still be a priority 1 if the situation indicates it should be. Situation indicators are when a driver is
  - i. an aggressive driver, running people off the road;
  - ii. a caller who is continuing to follow a driver after being asked to stop following for their own safety; and
  - iii. going the wrong way on the freeway.

2. If the call does not meet the priority 1 criteria, the call will be set up as a BOLO, 39-4B.

3. Calls from Drunkbusters

- a. The DWI/Drunkbusters service representative will give the 9-1-1 operator an event and provide a reference number.
- b. The field will be asked to notify the ECC when an arrest is made relating to a 39-4 or 39-4B.
- c. If a dispatcher is aware of an arrest on a Drunkbusters call, the dispatcher is to notify a DWI/Drunkbusters representative.
- d. The dispatcher will call Drunkbusters and advise them of their case number and APD's case or event number for documentation.



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**9-1-28-44 10-39-5 Call Type, Panhandlers**

A. The call type for panhandlers is used to dispatch a call when officers' assistance is needed concerning individuals asking or begging from someone to accommodate a specific need.

B. Priorities

1. Priority 1

- a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
- b. Dispatch of units—two field units
- c. Notifications—None

**NOTE:** If the caller reports weapons involved, the sergeant and shift supervisor are to be notified. If the call changes or becomes one of the incidents listed in SO 18-44 ECC Notifications to FSB Supervisors, the dispatcher will ensure the Sergeant acknowledges the status change. The on duty ECC supervisor will also be notified by the dispatcher of the status change of the incident. If the incident changes once officers are on scene, the officers will be responsible for notifying their sergeant

2. Priority 2

- a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
- b. Dispatch of units—two field units

3. Priority 3

- a. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
- b. Dispatch of units—one field unit

C. 9-1-1 Operator Duties

1. Priority 1

- a. Follow the Emergency Checklist.
- b. Reassure caller that officers will be responding.
- c. Advise the citizen to stay on the line until officers have made contact.

2. Priorities 2 and 3

Obtain pertinent information per pre-established protocol/procedures



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D. Dispatcher Duties

1. Priority 1

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests
- d. Log and update all status changes and location changes as they occur.

2. Priority 2

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

3. Priority 3

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.



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9-1-28-45 10-40 Call Type, **Mental Behavioral Health Issues Patient**

A. The **mental behavioral health issues patient** call type is used to dispatch a call when officers' assistance is needed in a situation involving an **mentally ill** individual **with behavioral health issues**.

B. Priorities

1. Priority 1

- a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
- b. Dispatch of units—two field units, one of which is CIT certified
- c. Notifications—None

**NOTE:** If the caller reports weapons involved, the sergeant and shift supervisor are to be notified. If the call changes or becomes one of the incidents listed in SO 18-44 ECC Notifications to FSB Supervisors, the dispatcher will ensure the Sergeant acknowledges the status change. The on duty ECC supervisor will also be notified by the dispatcher of the status change of the incident. If the incident changes once officers are on scene, the officers will be responsible for notifying their sergeant

2. Priority 2

- a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
- b. Dispatch of units—two field units

C. 9-1-1 Operator Duties

1. Priority 1

- a. Follow the Emergency Checklist.
- b. Reassure caller that officers will be responding.
- c. Advise the citizen to stay on the line until officers have made contact.

2. Priority 2

Obtain pertinent information per pre-established protocol/procedures.

D. Dispatcher Duties

1. Priority 1

- a. Utilize resources available to locate a certified crisis intervention trained (CIT) officer.



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- b. Voice and digitally dispatch field units according to priority procedures.
- c. Check all event-related hazards, prior events, and plate history.
- d. Facilitate any requests.
- e. Log and update all status changes and location changes as they occur.

2. Priority 2

- a. Utilize resources available to locate a certified crisis intervention trained (CIT) officer.
- b. Voice and digitally dispatch field units according to priority procedures.
- c. Check all event-related hazards, prior events, and plate history.
- d. Facilitate any requests.
- e. Log and update all status changes and location changes as they occur.

E. Dealing With ~~Mentally Ill Persons~~ **Individuals with Behavioral Health Issues**  
**Refer also to Procedural Orders - Response to the Mentally Ill/Suspected Mentally Ill and People In Crisis. Behavioral Health Issues**

1. Purpose

This policy is to serve as a guideline to calls and to identify behaviors indicative of a ~~mental illness~~ **behavioral health issues** or crisis. This guideline will also explain how to utilize department and other resources to bring incidents involving ~~the mentally ill~~ **behavioral health issues** and people in crisis to a desirable resolution, avoiding unnecessary violence and potential civil litigation, ensuring that proper medical attention is provided, and providing an officer and citizen safety benefit.

2. Training

Training is provided on an ongoing basis for all ECC employees to gain a better understanding of ~~mental illness~~ **behavioral health issues** or people in crisis and recognize symptoms of a ~~mental~~ **behavioral** health crisis.

3. Handling Calls Involving ~~The Mentally Ill~~ **Behavioral Health Issues** or People In Crisis

In addition to following the proper call handling procedures, the 9-1-1 operator must attempt to recognize when a call may involve a person who is in crisis that could be related to a ~~mental illness~~ **behavioral health** episode or a substance-related disorder.

The 9-1-1 operator will take the following actions:

- a. Try to calm the caller to gather accurate information.



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Example: If officers know they are responding to a female who is alternately crying and ranting while she is screaming at her roommate for letting in the Martians, they may use a different set of tactics than they would for another disturbance.

- b. Be respectful and expect respect in turn.
- c. Listen and empathize.
- d. Be alert and observant.
- e. Provide reassurance that help is on the way.
- f. Avoid topics which may agitate the subject, and guide the conversation toward topics that seem to ease the situation.
- g. Find different ways to ask questions.
- h. Do not argue with the caller.
- i. Understand that it can be difficult to gain cooperation from someone in the throes of a **mental behavioral** health crisis.
- j. Do not assume the person in crisis is purposely ignoring questions being asked.
- k. Speak methodically; remain calm and speak slowly. A caller who may be severely depressed may not answer questions and seem uncooperative. Sometimes the caller is just overwhelmed by the rapid-fire questioning techniques.
- l. Call for support if needed, including a request for a CIT-trained officer.



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**9-1-28-46 10-41 Call Type, Neighbor Trouble**

A. The neighbor trouble call type is used to dispatch a call when officers' assistance is needed concerning a disturbance between neighbors.

B. Priorities

1. Priority 1

- a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
- b. Dispatch of units—two field units
- c. Notifications—None

**NOTE:** If the caller reports weapons involved, the sergeant and shift supervisor are to be notified. If the call changes or becomes one of the incidents listed in SO 18-44 ECC Notifications to FSB Supervisors, the dispatcher will ensure the Sergeant acknowledges the status change. The on duty ECC supervisor will also be notified by the dispatcher of the status change of the incident. If the incident changes once officers are on scene, the officers will be responsible for notifying their sergeant

2. Priority 2

- a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
- b. Dispatch of units—two field units

3. Priority 3

- a. Used in the event when there is a belief based on priority protocol that there is no immediate threat
- b. Dispatch of units—one field unit
  - i. One field unit

C. 9-1-1 Operator Duties

1. Priority 1

- a. Follow the Emergency Checklist.
- b. Reassure caller that officers will be responding.
- c. Advise the citizen to stay on the line until officers have made contact.

2. Priorities 2 and 3

Obtain pertinent information per pre-established protocol/procedures.



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**D. Dispatcher Duties**

**1. Priority 1**

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

**2. Priority 2**

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

**3. Priority 3**

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.





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**9-1-28-47 10-43 Call Type, Rescue Call**

- A. The rescue call type is used to dispatch a call when officers' assistance is needed concerning a medical rescue when it cannot be defined under any other call type.
- B. Priorities
  - 1. Priority 1
    - a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
    - b. Dispatch of units—two field units
    - c. Notifications—none
- C. 9-1-1 Operator Duties
  - Priority 1
    - 1. Follow the Emergency Checklist.
    - 2. Reassure caller that officers will be responding.
    - 3. Advise the citizen to stay on the line until officers have made contact.
- D. DISPATCHER DUTIES:
  - Priority 1
    - a. Voice and digitally dispatch field units according to priority procedures.
    - b. Check all event-related hazards, prior events, and plate history.
    - c. Facilitate any request.
    - d. Log and update all status changes and location changes as they occur.



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**9-1-28-48 10-43-1 Call Type, Suicide**

- A. The suicide call type is used to dispatch a call when officers' assistance is needed concerning an individual who has committed suicide or has attempted to take his or her own life.
  
- B. Priorities
  - Priority 1
    - 1. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
    - 2. Dispatch of units—two field units
    - 3. Notifications—sergeant
  
- C. 9-1-1 Operator Duties
  - Priority 1
    - 1. Follow the Emergency Checklist.
    - 2. Reassure caller that officers will be responding.
    - 3. Advise the citizen to stay on the line until officers have made contact.
  
- D. Dispatcher Duties
  - Priority 1
    - 1. Utilize resources available to locate a certified crisis intervention trained (CIT) officer.
    - 2. Voice and digitally dispatch field units according to priority procedures.
    - 3. Check all event-related hazards, prior events, and plate history.
    - 4. Facilitate any requests.
    - 5. Log and update all status changes and location changes as they occur.



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**9-1-28-49 10-44 Call Type, Accident without Injuries**

- A. This call type is used to dispatch a call when officers' assistance is needed at a location where an accident with no injuries has occurred.
- B. Priorities
  - 1. Priority 2
    - a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
    - b. Dispatch of units
      - i. Motor unit
      - ii. Field unit *or*
      - iii. One PSA
    - c. The citizen can also be referred to the Area Command Substation.
  - 2. Priority 3
    - a. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
    - b. Dispatch of units
      - i. Motor unit
      - ii. Field unit *or*
      - iii. One PSA
    - c. The citizen can also be referred to the Area Command Substation
- C. 9-1-1 Operator Duties
  - 1. Priority 1
    - a. Follow the Emergency Checklist.
    - b. Reassure caller that officers will be responding.
    - c. Advise the citizen to stay on the line until officers have made contact.
  - 2. Priorities 2 and 3
    - Obtain pertinent information per pre-established protocol/procedures.
- D. Dispatcher Duties
  - 1. Priority 1
    - a. Voice and digitally dispatch field units according to priority procedures.
    - b. Check all event-related hazards, prior events, and plate history.
    - c. Facilitate any requests.
    - d. Log and update all status changes and location changes as they occur.



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2. Priority 2

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

3. Priority 3

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

Note: A PSA cannot respond to an accident without injuries if there was offender information provided.



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**9-1-28-50 10-45 Call Type, Accident with Injuries**

A. The call type accident with injuries is used to dispatch a call when officers' assistance is needed at a location where an accident with injuries has occurred. (This includes airbag deployment, rollovers, and motorcycle accidents.)

B. Priorities

1. Priority 1

- a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required along with the severity of the accident and justification.
- b. Dispatch of units
  - i. Motor unit
  - ii. Two field units *or*
  - iii. One field unit and a PSA
- c. Notifications—None

**NOTE:** If the caller reports weapons involved, the sergeant and shift supervisor are to be notified. If the call changes or becomes one of the incidents listed in SO 18-44 ECC Notifications to FSB Supervisors, the dispatcher will ensure the Sergeant acknowledges the status change. The on duty ECC supervisor will also be notified by the dispatcher of the status change of the incident. If the incident changes once officers are on scene, the officers will be responsible for notifying their sergeant

2. Priority 2

- a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat. Also used when injury is identified but there is a time delay and negative rescue is needed.
- b. Dispatch of units
  - i. Motor unit
  - ii. Field unit *or*
  - iii. PSA



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C. 9-1-1 Operator Duties

1. Priority 1

- a. Follow the Emergency Checklist.
- b. Reassure caller that officers will be responding.
- c. Advise the citizen to stay on the line until officers have made contact.

2. Priority 2

Obtain pertinent information per pre-established protocol/procedures.



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D. Dispatcher Duties

1. Priority 1

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

2. Priority 2

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.



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**9-1-28-51 10-46 Call Type, Wrecker (Tow/Repo)**

- A. The wrecker call type is used to dispatch a call when officers' assistance is needed concerning a vehicle that has been repossessed or towed from private property.
- B. 9-1-1 Operator Duties
3. Private Property Tow or Repossessed Vehicle
- a. Obtain pertinent information per pre-established protocol/procedures.
- b. Run plate and VIN on the vehicle through NCIC.
- i. If vehicle is listed as stolen, do the following
- Create a call (found/located stolen vehicle).
  - Call Auto Theft and leave a message with the following information.
    - CAD created event number
    - operator number
    - comments that indicate a call for service has been created, and reference a private property tow or repossessed, stolen vehicle, the event number, and the operator number
  - Let the tow company know that an officer will be out to recover the vehicle.
  - Document per pre-established guidelines.
- ii. If the vehicle is not listed as stolen,
- Create an Enter Advised Call (10-46) and
  - Document per pre-established guidelines.
4. A clarify to current command will be utilized in the location field for both addresses.
5. If the vehicle was towed to another jurisdiction, the 9-1-1 operator will call that agency and request an officer to be sent out to recover the vehicle. In the event a request is refused, create a call for service (with appropriate comments).
- C. Dispatcher Duties
1. Priority 1
- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.
2. Priority 2
- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.





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3. Priority 3

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

D. Tow Rotation

1. Tow wrecker rotations are handled through Auto Theft. Any complaint with a wrecker will be directed to the on-duty shift supervisor, who will then advise the Auto Theft sergeant.
2. When tows are requested by police officers, dispatchers will call the on-call tow wrecker. If the tow company does not answer, the dispatcher will advise the shift supervisor and contact the tow company scheduled for the following week on the wrecker rotation list for that area.
3. If an officer requests a wrecker for their police unit, the dispatcher will call the appropriate towing company.



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9-1-28-52 10-47 Call Type, Drunk Drivers

A. The drunk driver call type is used to dispatch a call when officers' assistance is needed concerning a verified intoxicated driver. (Note: Concerning DrunkBusters referrals, refer to Call Type 10-39-4 Aggressive Driver/Road Rage protocol). Also used at the request by a D.W.I. unit.

B. Priorities

1. Priority 1

- a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
- b. Dispatch of units—two field units
- c. Notification—None

**NOTE:** If the caller reports weapons involved, the sergeant and shift supervisor are to be notified. If the call changes or becomes one of the incidents listed in SO 18-44 ECC Notifications to FSB Supervisors, the dispatcher will ensure the Sergeant acknowledges the status change. The on duty ECC supervisor will also be notified by the dispatcher of the status change of the incident. If the incident changes once officers are on scene, the officers will be responsible for notifying their sergeant

2. Priority 2

- a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
- b. Dispatch of units—two field units

C. 9-1-1 Operator Duties

1. Priority 1

- a. Follow the Emergency Checklist.
- b. Reassure caller that officers will be responding.
- c. Advise the citizen to stay on the line until officers have made contact.

2. Priority 2

Obtain pertinent information per pre-established protocol/procedures.

D. Dispatcher Duties

1. Priority 1

- a. Voice and digitally dispatch field units according to priority procedures.



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- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

**2. Priority 1 – Request by 47 unit**

- a. Obtain the pertinent information.
- b. Create the call for service.

**3. Priority 2**

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.



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**9-1-28-53 10-51 Call Type, Message for Delivery**

- A. The message for delivery call type is used to dispatch a call when officers' assistance is needed to deliver an emergency message, to include such things as death notifications, domestic violence releases, and a message from a hospital.
- B. Priorities
  - 1. Priority 1
    - a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
    - b. Dispatch of units—two field units
    - c. Notification—None
  - NOTE:** If the caller reports weapons involved, the sergeant and shift supervisor are to be notified. If the call changes or becomes one of the incidents listed in SO 18-44 ECC Notifications to FSB Supervisors, the dispatcher will ensure the Sergeant acknowledges the status change. The on duty ECC supervisor will also be notified by the dispatcher of the status change of the incident. If the incident changes once officers are on scene, the officers will be responsible for notifying their sergeant
  - 2. Priority 3
    - a. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
    - b. Dispatch of units—one field unit
- C. 9-1-1 Operator Duties
  - 1. Priority 1
    - a. Follow the Emergency Checklist.
    - b. Reassure caller that officers will be responding.
    - c. Advise the citizen to stay on the line until officers have made contact.
  - 2. Priority 3
    - Obtain pertinent information per pre-established protocol/procedures.
- D. Dispatcher Duties
  - 1. Priority 1
    - a. Voice and digitally dispatch field units according to priority procedures.
    - b. Check all event-related hazards, prior events, and plate history.



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- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

**2. Priority 3**

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.



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**9-1-28-54 10-52 Call Type, Alarm – Audible**

A. The audible alarm call type is used to dispatch a call when officers' assistance is needed at a location to check an audible alarm that has been activated.

B. Priorities

1. Priority 1

a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.

i. Commercial or residential

- In progress
- Silent hold-up
- Silent or audible glass break
- Silent or audible duress
- Silent or audible ambush
- When the alarm company has visual or audible inside the location

ii. Commercial only

- Any commercial power failure

b. Dispatch of units—two field units

c. Notifications—None

**NOTE:** If the caller reports weapons involved, the sergeant and shift supervisor are to be notified. If the call changes or becomes one of the incidents listed in SO 18-44 ECC Notifications to FSB Supervisors, the dispatcher will ensure the Sergeant acknowledges the status change. The on duty ECC supervisor will also be notified by the dispatcher of the status change of the incident. If the incident changes once officers are on scene, the officers will be responsible for notifying their sergeant

2. Priority 2

a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.

- i. Silent/audible alarm
- ii. ATM machines

b. Dispatch of units—two field units

3. Priority 3

a. Used in the event when there is a belief based on priority protocol that there is no immediate threat; all residential or commercial audible burglar alarms.

b. Dispatch of units—two field units



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C. 9-1-1 Operator Duties

1. Priority 1

- a. Follow the Emergency Checklist.
- b. If it is a hold-up alarm, the officer will determine if a call back will be made to the business or financial institution. The 9-1-1 operator will be prompted by the dispatcher to make the required phone call or the dispatcher will notify the 9-1-1 operator if the phone call is not needed.

2. Priorities 2 and 3

Obtain pertinent information per pre-established protocol/procedures.

3. If it is the alarm company that is reporting the alarm, obtain the caller's operator number, name and location from where the alarm is coming, and the resident's or business's name. Slashes are utilized to identify the business or residence name.

Example: /Burger King/busn-office motion

D. Dispatcher Duties

1. Priority 1

- a. Alert Tone and ALL OPS are required during a hold-up call.
- b. Voice and digitally dispatch field units according to priority procedures.
- c. Check all event-related hazards, prior events, and plate history.
- d. Facilitate any requests.
- e. Log and update all status changes and location changes as they occur.
- f. If it is a hold-up alarm, the officer will determine if a call back will be made to the business or financial institution. The dispatcher will prompt the 9-1-1 operator to make the required phone call or the dispatcher will notify the 9-1-1 operator if the phone call is not needed.

2. Priority 2

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

3. Priority 3

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.



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4. On all alarm calls, the dispatcher is required to only use 10-88 or 10-89 when asked to clear a disposition.

E. Shift Supervisor Duties

1. The shift supervisor will go to the Operational Plan for the BDS alarm.
2. The Operational Plan is located at **Control in the Call Out book.**





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**9-1-28-55 10-53 Call Type, Alarm – Silent**

- A. The silent alarm call type is used to dispatch a call when officers' assistance is needed at a location to check a silent alarm that has been activated.
- B. Priorities
  - 1. Priority 1
    - a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
      - i. Commercial or Residential
        - In progress
        - Hold-up
        - Domestic violence/aware
        - Glass break
        - A commercial silent alarm with video inside
      - ii. Commercial only
        - Power failure
    - b. Dispatch of units—two field units
    - c. Notifications—None

**NOTE:** If the caller reports weapons involved, the sergeant and shift supervisor are to be notified. If the call changes or becomes one of the incidents listed in SO 18-44 ECC Notifications to FSB Supervisors, the dispatcher will ensure the Sergeant acknowledges the status change. The on duty ECC supervisor will also be notified by the dispatcher of the status change of the incident. If the incident changes once officers are on scene, the officers will be responsible for notifying their sergeant

- 2. Priority 2
  - a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
    - i. Audible Alarm
    - ii. ATM machines
  - b. Dispatch of units—two field units
- 3. Priority 3
  - a. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
  - b. Dispatch of units—one field unit



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C. 9-1-1 Operator Duties

1. Priority 1

- a. Follow the Emergency Checklist.
- b. If it is a hold-up alarm, the officer will determine if a call back will be made to the business or financial institution. The 9-1-1 operator will be prompted by the dispatcher to make the required phone call or the dispatcher will notify the 9-1-1 operator if the phone call is not needed.

2. Priorities 2 and 3

Obtain pertinent information per pre-established protocol/procedures.

3. If it is the alarm company that is reporting the alarm, obtain the caller's operator number, name and location from where the alarm is coming, and the resident's or business's name. Slashes are utilized to identify the business or residence name.

Example: /Burger King/busn-office motion

D. Dispatcher Duties

1. Priority 1

- a. Alert Tone and ALL OPS are required during a hold-up call.
- b. Voice and digitally dispatch field units according to priority procedures.
- c. Check all event-related hazards, prior events, and plate history.
- d. Facilitate any requests.
- e. Log and update all status changes and location changes as they occur.
- f. If it is a hold-up alarm, the officer will determine if a call back will be made to the business or financial institution. The dispatcher will prompt the 9-1-1 operator to make the required phone call or the dispatcher will notify the 9-1-1 operator if the phone call is not needed.

2. Priority 2

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

3. Priority 3

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.



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d. Log and update all status changes and location changes as they occur.

4. On all alarm calls, the dispatcher is required to only use 10-88 or 10-89 when asked to clear a disposition.

**9-1-28-56 10-54 Call Type, Traffic Stop**

A. The traffic stop call type is used to log an officer on a traffic stop (on-site).

B. Priorities

Priority 3

1. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
2. Dispatch of units—one field unit

C. Dispatcher Duties

Priority 3

1. Obtain pertinent information per pre-established protocol/procedures.
2. Log field units according to priority procedures and as assigned or requested.
3. Check all event-related hazards, prior events, and plate history.
4. Facilitate any requests.
5. Log and update all status changes and location changes as they occur.



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**9-1-28-57 10-57 Call Type, Narcotics**

- A. The narcotics call type is used to dispatch a call when officers' assistance is needed at a location concerning reports of verified drug activity.
- B. Priorities
  - 1. Priority 1
    - a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
    - b. Dispatch of units—two field units
    - c. Notifications—None

**NOTE:** If the caller reports weapons involved, the sergeant and shift supervisor are to be notified. If the call changes or becomes one of the incidents listed in SO 18-44 ECC Notifications to FSB Supervisors, the dispatcher will ensure the Sergeant acknowledges the status change. The on duty ECC supervisor will also be notified by the dispatcher of the status change of the incident. If the incident changes once officers are on scene, the officers will be responsible for notifying their sergeant

- 2. Priority 2
  - a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
  - b. Dispatch of units—two field units
- 3. Priority 3
  - a. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
  - b. Dispatch of units—two field units

C. 911 Operator Duties

- 1. Priority 1
  - a. Follow the Emergency Checklist.
  - b. Reassure caller that officers will be responding.
  - c. Advise the citizen to stay on the line until officers have made contact.
- 2. Priorities 2 and 3

Obtain pertinent information per pre-established protocol/procedures.



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D. Dispatcher Duties

a. Priorities 1, 2

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

b. Priority 3

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.



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**9-1-28-58 10-58 Call Type, Dead on Arrival (DOA)**

A. The dead on arrival call type is used to dispatch a call when officers' assistance is needed at a location requested by AFD regarding a deceased individual. This code will also be used when death has been verified.

B. Priority

Priority 1

1. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
2. Dispatch of units—two field units
3. Notifications
  - a. shift supervisor
  - b. sergeant

C. 911 Operator Duties

Priority 1

1. Follow the Emergency Checklist.
2. Reassure caller that officers will be responding.
3. Advise the citizen to stay on the line until officers have made contact.

D. Dispatcher Duties

Priority 1

1. Voice and digitally dispatch field units according to priority procedures.
2. Check all event-related hazards, prior events, and plate history.
3. Facilitate any requests.
4. Log and update all status changes and location changes as they occur.



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**9-1-28-59 10-59 Call Type, Bomb Threat**

A. The bomb threat call type is used to dispatch a call when officers' assistance is needed at a location concerning a bomb threat. This is generally defined as a declaration of intent, usually verbal or written, to detonate an explosive or incendiary device to cause property damage, death, or injuries, whether or not such a device actually exists.

B. Priority

Priority 1

1. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
2. Dispatch of units—two field units
3. Notifications
  - a. shift supervisor
  - b. sergeant

C. 9-1-1 Operator Duties

Priority 1

1. Follow the Emergency Checklist and the Bomb Checklist when caller is the offender.
2. Reassure caller that officers will be responding.
3. Advise the citizen to stay on the line until officers have made contact.

D. Dispatcher Duties

Priority 1

1. Voice and digitally dispatch field units according to priority procedures.
2. Check all event-related hazards, prior events, and plate history.
3. Facilitate any requests.
4. Log and update all status changes and location changes as they occur.



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**9-1-28-60 10-62-1 Call Type, Chief's Overtime**

- A. The chief's overtime call type is used to log an officer on chief's overtime.
- B. Priority
  - Priority 5
    - 1. Used to log an officer on chief's overtime while not on regular duty.
    - 2. Dispatch of units—one field unit
- C. Dispatcher Duties
  - Priority 5
    - 1. Obtain pertinent information per pre-established protocol/procedures.
    - 2. Log field units according to priority procedures and as assigned or requested.
    - 3. Check all event-related hazards, prior events, and plate history.
    - 4. Facilitate any requests.
    - 5. Log and update all status changes and location changes as they occur.





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**9-1-28-61 10-64 Call Type, Field Investigator**

A. The field investigator call type is used to dispatch calls when a field investigator is needed to collect evidence and process crime scenes.

B. Priorities

1. Priority 4 (Priority 1 for FI/CSS will be entered as a Priority 4)

- a. Used to dispatch a field investigator
- b. Dispatch of units—one field investigator

2. Priority 5 (Priority 2 for FI/CSS will be entered as a Priority 5)

- a. Used to dispatch a field investigator
- b. Dispatch of units—one field investigator

3. Priority 6 (Priorities 3 and 4 for FI/CSS will be entered as a Priority 6)

- a. Used to dispatch a field investigator
- b. Dispatch of units—one field investigator

C. 9-1-1 Operator Duties

Priorities 4, 5, and 6

Obtain pertinent information per pre-established protocol/procedures and create call.

D. Dispatcher Duties

Priorities 4, 5, and 6 (Requests for FI/CSS)

- 1. Digitally dispatch field investigators according to priority procedures.
- 2. Check all event-related hazards, prior events, and plate history.
- 3. Facilitate any requests.
- 4. Log and update all status changes and location changes as they occur.



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**9-1-28-62 10-65 Call Type, Kidnapping, Abduction, Hostage**

- A. This call type is used to dispatch calls when officers' assistance is needed concerning a person who has been taken, detained, concealed, held against his or her will, or enticed away. The person's status as alive or dead cannot be confirmed.
- B. Priorities
  - 1. Priority 1
    - a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
    - b. Dispatch of units—two field units
    - c. Notifications
      - i. shift supervisor
      - ii. sergeant
  - 2. Priority 2
    - a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
    - b. Dispatch of units—two field units
    - c. Notifications—shift supervisor
  - 3. Priority 3
    - a. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
    - b. Dispatch of units—one field unit
    - c. Notifications—shift supervisor
- C. 9-1-1 Operator Duties
  - 1. Priority 1
    - a. Follow the Emergency Checklist.
    - b. Reassure caller that officers will be responding.
    - c. Advise the citizen to stay on the line until officers have made contact.
  - 2. Priorities 2 and 3

Obtain pertinent information per pre-established protocol/procedures.



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D. Dispatcher Duties

1. Priority 1

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

2. Priority 2

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

3. Priority 3

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.



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**9-1-28-63 10-69 Call Type, Sniper**

- A. The sniper call type is used to dispatch a call when officers' assistance is needed concerning a report of an armed individual firing shots at specific targets.
- B. Priorities
  - 1. Priority 1
    - a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
    - b. Dispatch of units—two field units
    - c. Notifications
      - i. shift supervisor
      - ii. sergeant
  - 2. Priority 2
    - a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
    - b. Dispatch of units—two field units
    - c. Notifications—shift supervisor
  - 3. Priority 3
    - a. Used in the event when there is a belief based on priority protocol that there is no immediate threat.
    - b. Dispatch of units—one field unit
    - c. Notifications—shift supervisor
- C. 9-1-1 Operator Duties
  - 1. Priority 1
    - a. Follow the Emergency Checklist.
    - b. Reassure caller that officers will be responding.
    - c. Advise the citizen to stay on the line until officers have made contact.
  - 2. Priorities 2 and 3

Obtain pertinent information per pre-established protocol/procedures.



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D. Dispatcher Duties

1. Priority 1

- a. Alert Tone and ALL OPS are required during an in-progress or just occurred call.
- b. Voice and digitally dispatch field units according to priority procedures.
- c. Check all event-related hazards, prior events, and plate history.
- d. Facilitate any requests.
- e. Log and update all status changes and location changes as they occur.

2. Priority 2

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.

3. Priority 3

- a. Digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.



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**9-1-28-64 10-70 Call Type, Chemical Spill**

A. The chemical spill call type is used to dispatch a call when officers' assistance is needed concerning a chemical spill.

B. Priority

Priority 1

1. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.

2. Dispatch of units—two field units

3. Notifications

- a. shift supervisor
- b. sergeant

C. 9-1-1 Operator Duties

Priority 1

1. Follow the Emergency Checklist.

2. Reassure caller that officers will be responding.

3. Advise the citizen to stay on the line until officers have made contact.

D. Dispatcher Duties

Priority 1

1. Voice and digitally dispatch field units according to priority procedures.

2. Check all event-related hazards, prior events, and plate history.

3. Facilitate any requests.

4. Log and update all status changes and location changes as they occur.

E. Supervisor Duties

The shift supervisor will issue a Sig Alert including all pertinent information regarding the Hazmat situation.



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F. Evacuation

1. In the event an evacuation is needed, ECC personnel assigned to the evacuation notification will take the following actions:
  - a. Write down instructions from the field supervisor exactly as they were received.
  - b. For large buildings, the field supervisor will provide accurate directions for the evacuation routes.
  - c. The field supervisor will determine alternative evacuation routes.
  - d. Once telephone contact is made with an individual, relay instructions exactly as they were received from the field supervisor or as instructed by the shift supervisor and avoid lengthy conversations or explanations.
2. If there are any questions regarding alternative evacuation routes, contact the field supervisor in charge. Do not allow the citizens to select their own route.



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**9-1-28-65 10-74 Call Type, Tactical Plan**

- A. The tactical plan call type is used to dispatch a call when officers are conducting a special project or assignment.
- B. Priority  
Priority 3
- C. Dispatcher Duties  
Priority 3
  - 1. Obtain pertinent information per pre-established protocol/procedures.
  - 2. Log field units according to priority procedures and as assigned or requested.
  - 3. Check all event-related hazards, prior events, and plate history.
  - 4. Facilitate any requests.
  - 5. Log and update all status changes and location changes as they occur.





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9-1-28-66 10-75-1 – Community Activity (moved from section 2-01-90 and revised)

A. Description

1. This call type is used any time an officer engages in a community-policing function. Officers are logged on this event type to draw a CAD Number for report purposes. The officer shall log out 10-75-1. When logged out 75-1, the officer would still be available for dispatch to high-priority calls.
2. A separate 75-1 call needs to be entered for each officer or supervisor on scene, even if at the same location for tracking purposes.

B. Priorities

Priority 9 – However, the officer would still be available for dispatch to high priority calls.



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**9-1-28-67 10-76 Call Type, Send S.W.A.T. Team**

A. This call type is used to dispatch S.W.A.T. officers to high-risk operations that fall outside the responsibilities of regular field units.

B. Priority

Priority 1

1. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.

2. Dispatch of units—two field units

3. Notification

- a. shift supervisor
- b. sergeant

C. Dispatcher Duties

Priority 1

1. Obtain pertinent information per pre-established protocol/procedures and cross-reference original CAD.

2. Digitally dispatch field units according to priority procedures and as assigned or requested.

3. Check all event-related hazards, prior events, and plate history.

4. Facilitate any requests.

5. Log and update all status changes and location changes as they occur.



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**9-1-28-67 10-80 Call Type, Demonstration**

- A. The demonstration call type is used to dispatch a call when officers' assistance is needed at a location where an individual or a group is gathered publicly to express some sentiment or feelings, against or for a cause or issue or person, by explicit means such as protesting, picketing, parading, carrying signs, or shouting.
  
- B. Priorities
  - 1. Priority 1
    - a. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
    - b. Dispatch of units—two field units
    - c. Notification
      - i. shift supervisor
      - ii. sergeant
  - 2. Priority 2
    - a. Used in an event when there is a misdemeanor crime or a belief based on priority protocol that there is no immediate threat.
    - b. Dispatch of units—two field units
  
- C. 9-1-1 Operator Duties
  - 1. Priority 1
    - a. Follow the Emergency Checklist.
    - b. Reassure caller that officers will be responding.
    - c. Advise the citizen to stay on the line until officers have made contact.
  - 2. Priority 2
    - Obtain pertinent information per pre-established protocol/procedures.
  
- D. Dispatcher Duties
  - 1. Priority 1
    - a. Voice and digitally dispatch field units according to priority procedures.
    - b. Check all event-related hazards, prior events, and plate history.
    - c. Facilitate any requests.
    - d. Log and update all status changes and location changes as they occur.



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2. Priority 2

- a. Voice and digitally dispatch field units according to priority procedures.
- b. Check all event-related hazards, prior events, and plate history.
- c. Facilitate any requests.
- d. Log and update all status changes and location changes as they occur.



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**9-1-28-68 10-81 Call Type, Civil Disturbance or Riot**

A. The civil disturbance or riot call type is used to dispatch a call when officers' assistance is needed at a location where an individual or a group is gathered publicly to express some sentiment or feelings, against or for a cause or issue or person, by explicit means such as protesting, picketing, parading, carrying signs, or shouting, which results in violence and/or destruction of property.

B. Priority

Priority 1

1. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
2. Dispatch of units—two field units
3. Notification
  - a. shift supervisor
  - b. sergeant

C. 9-1-1 Operator Duties

Priority 1

1. Follow the Emergency Checklist.
2. Reassure caller that officers will be responding.
3. Advise the citizen to stay on the line until officers have made contact.

D. Dispatcher Duties

Priority 1

1. Voice and digitally dispatch field units according to priority procedures.
2. Check all event-related hazards, prior events, and plate history.
3. Facilitate any requests.
4. Log and update all status changes and location changes as they occur.



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**9-1-28-69 10-82 Call Type, Cover Assistance**

A. The cover assistance call type is used to dispatch a call when officers' assistance is needed at a location concerning immediate assistance needed by a law enforcement agency and/or occasionally requested by a local or adjoining fire department.

B. Priority

Priority 1

1. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
2. Dispatch of units—two field units
3. Notification
  - a. shift supervisor
  - b. sergeant

C. 9-1-1 Operator Duties

Priority 1

1. Follow the Emergency Checklist.
2. Reassure caller that officers will be responding.
3. Advise the caller to stay on the line until officers have made contact.

D. Dispatcher Duties

Priority 1

1. Voice and digitally dispatch field units according to priority procedures.
2. Check all event-related hazards, prior events, and plate history.
3. Facilitate any requests.
4. Log and update all status changes and location changes as they occur.



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**9-1-28-70 10-83 Call Type, Officer in Trouble**

A. The officer in trouble call type is used to dispatch a call when officers' assistance is needed at a location when an officer feels there is a threat to his or her safety. This is also a call to a violent or deadly situation.

B. Priority

Priority 1

1. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.

2. Dispatch of units—two field units

3. Notification

- a. shift supervisor
- b. sergeant

C. Dispatcher Duties

Priority 1

1. Voice and digitally dispatch field units according to priority procedures.

2. Check all event-related hazards, prior events, and plate history.

3. Facilitate any requests.

4. Log and update all status changes and location changes as they occur.



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**9-1-28-71 10-99 Call Type, Officer Held Hostage**

- A. The officer held hostage is used to dispatch a call when officers' assistance is needed at a location when an officer is being held hostage.
- B. Priority
  - Priority 1
    - 1. Used in an event when there is a belief based on priority protocol that immediate assistance may be required.
    - 2. Dispatch of units—two field units
    - 3. Notification
      - a. shift supervisor
      - b. sergeant
- C. 9-1-1 Operator Duties
  - Priority 1
    - 1. Follow the Emergency Checklist.
    - 2. Reassure caller that officers will be responding.
    - 3. Advise the citizen to stay on the line until officers have made contact.
- D. Dispatcher Duties
  - Priority 1
    - 1. Alert Tone and ALL OPS are required during an in-progress or just occurred call.
    - 2. Voice and digitally dispatch field units according to priority procedures.
    - 3. Check all event-related hazards, prior events, and plate history.
    - 4. Facilitate any requests.
    - 5. Log and update all status changes and location changes as they occur.



# ALBUQUERQUE POLICE DEPARTMENT

## TEN CODE\*\*

10-1		Receiving Poorly		27-5C	Commerical Burglary - 3	10-46		Wrecker - 6 (only if used as an advised call)
10-2		Receiving Well		27-5E	Burglary ETS Activation - 1	10-47		Drunk Driver - 2
10-3		Stop Transmitting		27-5R	Residential Burglary - 3	10-48		Use Caution
10-4		O.K./Understood		27-6	Theft, Fraud, Embezzlement - 3	10-49		Any Traffic
10-5		Relay Message		27-6M	Theft - Metal - 3	10-50		No Traffic
10-6		Busy on Non-Dispatch Activity		27-7	Auto Theft - 3	10-51		Message for Delivery - 3
10-7		Out of Service		27-7E	Emergency Alarm-BAIT Activation - 1	10-52		Audible Alarm - 3
10-8		In Service		27-7F	Found (Located) Stolen Vehicle - 3	10-53		Silent Alarm - 2
10-9		Repeat Transmission		27-7W	Warm-up Stolen Vehicle - 3	10-54		Traffic Stop - 2
10-10		Periodic Watch - 3		27-8	Shooting - 1	10-55		Ambulance Call - 1
	10-10-0	Welfare check - 3		27-9	Stabbing - 1	10-56		Arrived at Scene
10-11		Animal Call - 3	10-28		Missing Person - 2	10-57		Narcotics - 2
10-12		Check M.V.D. Revocation	10-29		Wanted Check or Broadcast - 3	10-58		DOA - 1
10-13		Advise Weather/Road Conditions	10-30		Juvenile - 2	10-59		Bomb Threat - 1
10-14		Escort - 3		30-1	Physical Abuse of a child - 2		59-1	Bomb Squad Activation - 1
10-15		Family Fight/Domestic Violence - 2		30-2	Sexual Abuse of a child - 2	10-60		Coffee Break*
	15-1	Domestic Relations Escort - 3		30-3	Child Neglect - 2	10-61		Lunch Break*
10-16		Prisoner in Custody/Pick Up - 2	10-31		Suspicious Person or Vehicle - 2	10-62		Logged on/Off Duty Officer*
10-17		Pick Up/Deliver Items - 3		31-1	E911 Hang up call - 2		62-1	Chief's Overtime - 5
10-18		Drunk - 3		31D	Suspicious/Intoxicated Subject - 2	10-64		Crime Scene Investigation - 4
10-19		Return To*		31T	Mass Casualty Threat - 3	10-65		Kidnapping, Abduction, Hostage - 1
10-20		Location	10-32		Fight In Progress - 2	10-66		Nature Call*
10-21		Telephone	10-33		Fire - 1	10-69		Sniper - 1
10-22		Send Blood Technician	10-34		Officer or Meet Officer*	10-70		Hazardous Material Incident - 1
10-23		Sex Offense - 2	10-35		Prowler - 2	10-74		Tactical Plan - 3
10-24		Direct Traffic - 3	10-36		Time of Day	10-75		Miscellaneous Out Code*
10-25		Contact - 3	10-37		Shoplifter - 3		75-1	Community Activity*
10-26		Check Auto Registration	10-38		Vandalism - 3		75-2	Training Student*
10-27		Investigation Of - 3		38M	Damage transformers, etc.-Metal - 3		75-3	Training Instructor*
	27-U	Use of Force (Disp 24, 25, 26)	10-39		Disturbance - 2	10-76		Send S.W.A.T. Team - 1
	27-0	Forgery/Check/Credit Card - 3		39-1	Loud Music - 3		76-1	Tactical Assist - 1
	27-1	Homicide - 1		39-2	Loud Party - 2		76-K9	K9 Tactical Call - 1
	27-2	Criminal Sexual Penetration - 1		39-3	Shots fired - 3	10-80		Demonstration - 2
	27-3	Robbery - 1		39-4	Aggressive Driver/Road Rage - 1	10-81		Civil Disturbance/Riot - 1
	27-3A	Auto Car Jacking - 1		39-5	Pan Handlers - 3	10-82		Cover Assistance - 1
	27-3C	Commerical Armed Robbery - 1	10-40		Behavioral Health Issue - 2	10-83		Officer In Trouble - 1
	27-3E	Emergency Alarm-ETS Activation - 1	10-41		Neighbor Trouble - 3	10-88		True Alarm
	27-3I	Individual Armed Robbery - 1	10-42		Request Dispatch Times/ Reports	10-89		False Alarm
	27-3R	Residential Armed Robbery-Home Invasion - 1	10-43		Rescue Call - 1	10-90		Vehicle Maintenance*
	27-4	Aggravated Assault/Battery - 1		43-1	Suicide - 1	10-91		Vehicle Fuel*
	27-5	Burglary - 3	10-44		Traffic Accident No Injuries - 2	10-92		Court*
	27-5A	Auto Burglary - 3	10-45		Traffic Accident Injuries - 1	10-99		Officer Held Hostage - 1

\* ALL UNDERLINED CODES ARE EVENTS, ALL CODES WITH AN ASTERISK (\*) INDICATES OUT-CODES AND CANNOT BE AN EVENT, REMAINING CODES ARE STATUS CHANGES OR INFORMATION, THE NUMBER TO THE RIGHT OF EVENTS INDICATES INITIAL PRIORITY.

\*\*Any call can be created into a BOLO when applicable, therefore, BOLOS are no longer listed.

Effective



# Policy Recommendations to the Office of Policy Analysis

Date: May 17, 2018

SOP: Emergency Communications Center Division

Name of Agency: APD

## RECOMMENDATION 1

Section(s) of the policy (Ex: 3-29-2 Definitions)	Section 9-01 (formerly 2-1) 9-1-1 through 9-1-28		
Issue	The APD Emergency Communications Center policy has not been revised since 2007.		
Recommendation	The entire SOP has been rewritten and submitted several times over the past few years and is at the stage now that it can be reviewed for approval and posting.		
Recommendation made by	<input type="checkbox"/> Office of Policy Analysis	<input type="checkbox"/> Other stakeholder:	
Supporting research, best practices, data trends, etc.			
Contact information:	Name: Erika Wilson	Phone 833-7201	E-mail: elwilson@cabq.gov

RECOMMENDATION 2

Section(s) of the policy  
(Ex: 3-29-2 Definitions)

Issue

Recommendation

Recommendation made by  Office of Policy Analysis  Other stakeholder:

Supporting research,  
best practices, data  
trends, etc.

Contact information: Name: Phone: E-mail: