

Bowie City Police Department - General Orders



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AUTHORITY Chief John K. Nesky	ACCREDITATIONS STANDARDS 11.1.1, 81.2.1-81.2.5, 81.2.7, 81.2.10, 81.2.11, 81.2.13, 81.3.1, 81.3.2	TOTAL PAGES 23
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I. POLICY

It is the policy of the Bowie Police Department to provide, maintain and staff a Communications Section for the purpose of receiving and dispatching calls for service and providing a communications link between officers and the Department. The Communications Section shall also coordinate communication; establish procedures and protocols with other City services using the City Radio System such as the Park Rangers, Code Enforcement Officers, and Animal Control.

II. PROCEDURES

A. Administration:

1. The Communications Unit, commonly referred to as “dispatch,” is a component of the Department’s Operations Support Division and under the direct supervision of the Communications Supervisor. (CALEA 11.1.1)
2. Communications Functions: The functions of the Communications Unit includes, but is not limited to the following:
 - a. Telephone Communications: The Communications Unit shall be responsible for answering all emergency, non- emergency and other special use telephone lines that are routed into the Unit.
 - b. Radio Communications:
 - (1) Dispatching calls for service;
 - (2) Acting as a communications link between employees assigned to the field and the Department; and,
 - (3) Acting as a communications link between the Department and other allied agencies and emergency response agencies.

- (4) Responsible for making all call out notifications., i.e., Reconstruction, Prince George's County CID, CIS, CDU, etc.
- (5) Communications link between other City resources in the field such as the Park Rangers, Code Enforcement Officers, and Animal Control.

c. Teletype and Automated Data Communications:

- (1) The Department has access to local, state and federal criminal justice information systems (i.e., CJIS, METERS, NLETS, NCIC). (CALEA 81.2.9)
- (2) Procedures for performing criminal justice computer system inquiries, entries and modifications are outlined in the CJIS/NCIC manual located in the Communications Unit (CALEA 81.1.2)

d. Alarm Monitoring: (CALEA 81.2.12)

- (1) The Department currently has no residential or commercial alarms that alert directly to the Communications Unit.
- (2) Communications Specialists shall dispatch alarms called in by private security alarm companies to field units.

B. Federal Communication Commission: The Federal Communications Commission (FCC) is a regulatory agency which is charged with managing the use of the radio spectrum in a manner that protects the public interest. The Department will maintain a current Memorandum of Agreement with Prince George's County Homeland Security Public a Safety Communications who maintains the FCC licenses and have access to their current rules and regulations.

1. FCC Requirements: Radio operations by all employees shall be conducted in accordance with the procedures and requirements as established by the FCC. The following items in this section list the most crucial operating rules in the Public Safety Radio Service that all employees must adhere to. (CALEA 81.1.2)
 - a. All radio transmissions will be restricted to a practical and minimal transmission time.
 - b. Priority shall be given to communications involving potential harm to person or property.

2. Prohibited transmissions:
 - a. False calls or false/fraudulent distress signals.
 - b. Unnecessary or unnecessarily lengthy transmissions; unidentified transmissions, or transmissions of unassigned call signs, and transmitting prior to monitoring the channel.
 - c. Vulgar, abusive, offensive, insolent, obscene, indecent or profane language.
3. Station Identifier: The transmitter must be identified by transmitting the FCC assigned call sign for each frequency either by voice in the English language, or by automatic Morse Code identification, once every thirty (30) minutes.

C. Communications Unit Access:

1. Authorized personnel are limited to those persons who operate and command the Communications Unit, the on-duty Shift Supervisor (CALEA 81.3.1.a & b)
 - a. The Communications Supervisor or, in his/her absence, the on-duty Communication Specialist, may admit Department employees into the Unit on an as-needed basis for official business.
 - b. Law enforcement personnel from allied agencies may be admitted into the Unit on an as-needed basis (official business) by the Communications Supervisor or, in his/her absence, the on-duty Communications Specialist.
 - c. Others shall be admitted into the Unit on an as-needed basis for maintenance, cleaning, checking fire suppression equipment, etc. All other persons must be accompanied by a Department employee.
 - d. With approval from Command Staff, persons on tour of the Department may be taken into the Communications Unit .

D. Recording and Reviewing Radio Transmissions and Telephone Conversations:

1. Recording:
 - a. All radio transmissions and telephone calls for service shall be recorded on a multi-channel electronic recording device. This device shall consist of independent recordings, with the capability of the immediate playback of one recording without interrupting the reading process of the other.
 - b. The Recordable Media (RM) shall have the capacity to store a minimum of ninety (90) days of continuous recording.
 - c. The recording system shall be monitored for capacity by the Dispatch Unit Supervisor.

- d. Recordings shall be accessible by the Communications Unit for a minimum of ninety (90) days. (CALEA 81.2.7.a)
- e. When a RM needs to be replaced, it is the responsibility of the Dispatch Unit Supervisor to ensure the secure handling of the recordings from the recorder to storage. (CALEA 82.1.9.b)
- f. RM shall be secured in a locked server room. (CALEA 82.1.7.b)

2. Review: (CALEA 81.2.7.c)

- a. Review of the RM shall be limited to personnel with a legitimate need such as, investigative, administrative review, training, court presentation, etc.
- b. Department employees may request copies of radio and/or telephone conversations by submitting a Request for copy of recorded transmissions BPD Form 120 detailing the purpose of the request, via the chain-of-command. Upon approval, the Dispatch Unit Supervisor shall complete an audio recording or RM.
 - (1) The Dispatch Unit Supervisor shall keep a file of all requests for recordings.
 - (2) The Dispatch Unit Supervisor shall facilitate each written request within five (5) working days.
 - (3) Emergency request for copies of telephone and/or radio recordings will be accomplished immediately by the Dispatch Unit Supervisor if the information is needed to obtain urgent information relative to an investigation.
 - (4) Internal Affairs shall have access to the recordings on an as-needed basis with the ability to make copies as necessary.
 - (5) The only authorized procedure for obtaining recordings of radio transmissions and telephone calls for service are as outlined in this policy.

E. General Operations: The Bowie Police Department provides the public with a toll free (within our jurisdiction), twenty-four (24) hour dispatching capability for immediate and continuous communications between the Department and officers on-duty. (CALEA 81.2.1)

- 1. Communication Resources: Communications personnel will have immediate access (contact) to the following Departmental resources: (CALEA 81.2.5.a)

- a. Supervisor/Officer-in-charge;
 - b. Daily patrol shift rosters of personnel on duty;
 - c. Special assignments or details to include what the situation is, location and duration;
 - d. Employees working in an off- duty capacity (secondary employment);
 - e. Search warrants (location); and,
2. Duty rosters of all personnel, including special assignments, procedures for call outs, etc. (CALEA 81.2.5.b)
 3. Telephone numbers of all employees, and telephone numbers of agencies that provide emergency services in Prince George's County. (CALEA 81.2.5.c)
 4. Maps detailing our Agency's service area. (CALEA 81.2.5.d)
 5. Capabilities of immediate playback of recorded telephone and radio conversations in the event that the original conversation was unreadable or could not be understood. The citizen requesting service or officer wanting assistance may not be able to be repeated in an emergency conversation. (CALEA 81.2.8)
 6. Location and availability of officers on-duty. (CALEA 81.2.5.e)
 7. Tactical dispatch plans. (CALEA 81.2.5.g)
 8. Emergency numbers and procedures to obtain emergency services from external agencies. (CALEA 81.2.5.f)
- F. General Telephone Communications: The telephone is the most available and, therefore, the most important means of access citizens have for obtaining services from the Bowie Police Department.
1. Incoming Calls: The following procedure shall be followed when receiving calls for information or services. (CALEA 81.2.7.a) SEE BOWIE COMMUNICATIONS SOP MANUAL
- G. Release of Personnel Information:
1. Addresses and telephone numbers of Department personnel may be released only to employees of the Department.

2. Personnel address information shall not be broadcast over the radio frequencies.
3. Unauthorized individuals who advise that it is imperative to contact an off-duty employee will be asked to provide their name and telephone number after it has been determined that no on-duty employee can be of assistance. The employee accepting the call will attempt to contact the off-duty employee at home and give him/her the opportunity to return the call. If an employee is unable to be contacted at home, a return call will be made to the caller.

H. Activity Reporting: In order to establish a control system to ensure a comprehensive field reporting program, the following information will be recorded for all requests for service or self-initiated activity. Each call for service shall be recorded by the Communications Specialist manually. Information to be recorded shall include:

1. Type of incident reported/Nature of complaint; (CALEA 81.2.3.d) (CALEA 82.3.2.a)
2. Location of incident reported; (CALEA 81.2.3.e) (CALEA 82.3.2.b)
3. Name, address and phone number of complainant, if available; (CALEA 81.2.3.c)
4. Date and Time of Request; (CALEA 81.2.3.b)
5. Time of dispatch; (CALEA 81.2.3.g)
6. Time the officer arrived; (CALEA 81.2.3.h)
7. Time the officer returned to service; (CALEA 81.2.3.i)
8. Disposition of the call; and, (CALEA 81.2.3.j)
9. Identification of officer(s) assigned as primary and back-up. (CALEA 81.2.3.f)
10. Control Numbers: Each manual log is assigned a control number to create a permanent record to establish a comprehensive field- reporting program. (CALEA 81.2.3.a)

I. Emergency Numbers:

1. PGPD has implemented a 9-1-1 Emergency Telephone Reporting System. The 9-1-1 (nine-one-one) Emergency Telephone Reporting System provides the public with a single, easy to remember telephone number to call when faced with a life or property threatening emergency. The system routes requests for police, fire and medical services to the responsible

agency providing the requested service. The 9-1-1 Emergency Telephone Reporting System allows PGPD call takers to immediately transfer emergency calls to the Bowie Police Department's Communications Unit. (CALEA 81.2.1)(CALEA 81.2.11)

2. Because of the layout and jurisdictional boundaries of the City, the Department has not been able to establish its own NON- Emergency Telephone Reporting Unit (TRU). The Department has adopted an easy to remember number for citizens to directly call in non-emergency situations. (CALEA 81.3.3)
3. The Bowie Police Department is a member of Maryland Relay. Maryland Relay was created to assist hearing impaired persons contact emergency services, as well as meet other communications needs. (CALEA 81.2.1) SEE BOWIE COMMUNICATIONS SOP MANUAL

J. External Services

2. Air Support Units (Helicopters): Helicopters are used to enhance the operation of field patrol units. Helicopters are capable of covering more ground or impassable areas in less time than a patrol vehicle. From the helicopter's vantage point, they are able to assist in the apprehension of suspects, locate stranded or missing persons, and assist in pursuits.
 - a. The approval of an on-duty Shift Supervisor must be obtained in order to request a helicopter.
 - b. The on-duty Communications Specialist will contact an allied agency with a helicopter. Allied Agencies who currently deploy helicopters are as follows:
 - (1) United States Park Police;
 - (2) Prince George's County Police; and,
 - (3) Maryland State Police.
 - c. The following information will be provided to the allied agency:
 - (1) The nature of the situation (use plain English);
 - (2) Perimeter boundaries/major cross streets;
 - (3) Suspect information; and,
 - (4) On scene Supervisor's call sign.
 - d. All communications with the pilot should be conducted by the on-duty Shift Supervisor.

K. General Radio Communications:

1. Clear, concise and accurate: To prevent misunderstanding and to avoid potential danger, it is imperative that police radio transmissions be conducted in a clear, concise, courteous and accurate manner. It is the

policy of this Department that all employees requesting and providing information via the police radio frequency use clear and concise signals and radio codes expected unless otherwise indicated.

2. Check in/out of service: For a unit to be properly tracked, it is each officer's/employee's responsibility to notify the on-duty Communications Specialist when they are out-of-service. A note will be made on the radio log of when officers are placed out-of-service, when they return to service and when they are in and out of the cruiser/bike on foot patrol. (CALEA 81.2.4.b)
3. Required communications: The police radio serves as the officer's link to Communications and to other officers on the street. Officer safety and efficiency are increased when supervisors, communication specialist and fellow officers know the locations and status of officers. Except under unusual circumstances, communications with Dispatch shall be required in the following situations: (CALEA 81.2.4.a)
 - a. The officer leaves his/her patrol vehicle, including traffic stops;
 - b. When making pedestrian stops or being flagged down by a pedestrian/motorist, even though the officer may not exit his/her vehicle;
 - c. Upon arrival at the scene of a call;
 - d. Upon any supplement report, follow up investigation or detail; and,
 - e. Upon return to service.
4. Required communications during unusual circumstances:
 - a. If the radio system goes down, officers may use cellular phones to communicate with the on-duty Communications Specialist. The on-duty Communications Specialist will attempt to use the back-up portable radio for communications. Should the problem be with a repeater, communications may continue on using cellular phones/landlines until repairs are made. (CALEA 81.2.4.a)
 - b. During a bomb threat incident it is prudent for officers not to use their portable radios or cellular phones. Officers should use a telephone land- line whenever possible to relay information to the on-duty Communications Specialist. (CALEA 81.2.4.a)
5. Routine Use of Cellar Phone/Department Issued Cell Phones/Citizen Band Radios/Other Wireless Technology: Emerging technology has increased the Department's ability to communicate. Although, cellular phones/ /citizen band radios/other wireless technology are useful to the Department, they will not be used in place of the Department radio on calls for service. It is important to each officer involved in a call for service and the Department to have a record of the radio transmissions

noting the content of the transmission and the time it was broadcast.
(CALEA 81.2.10)

6. Activities: Officers assigned to the field are to keep the on-duty Communications Specialist apprised of all activities, including extended time durations on calls for service.
7. Updated information: Officers assigned to the field are to advise communications of information relative to a call such as suspect(s)/suspect's vehicle description and direction of travel.
8. Available information: Officers, upon using discretion, will not routinely use the police radio to obtain information that is readily available by telephone or through a Mobile Data Terminal (MDT) .
9. Sensitive information: Sensitive information, such as drug activity, units working undercover/stake outs, anonymous or confidential information concerning activities that may occur, death notifications, etc., will not be broadcasted via police radio. This information will be communicated by telephone or MDT.
10. Portable Radio Monitoring: Officers engaged in field assignments must have twenty-four (24) hour constant access to radio communications. Officers using Portable radios will continuously monitor the frequency and respond to transmissions for their unit. (CALEA 81.2.2)
11. Radio Codes: The Department will use the codes and radio signals. (See Addendum - A).
12. Call signs: Transmissions will be clear and articulate. The entire call sign will be used. When phonetic letters are given over the radio, the word "phonetically" will be spoken prior to the letters.
13. Radio problems encountered: Employees will check their location and method of transmitting/receiving when experiencing radio problems. The Radio Shop will be notified for service for any portable or mobile radio problem.
14. Mobile Data Terminals: Whenever possible post a lookout for wanted persons/vehicles over the MDT via general broadcast. These devices will be used in compliance with Order 653-Mobile Data Terminals.
15. Switching Talk Groups: Officers will not arbitrarily switch from one talk group to another. The on-duty Communications Specialist will be notified when a change of frequencies is made.
16. Placing a hold on the station: When an officer arrives at the scene, it will be the responsibility of the officer to request that the station be held, however, communications specialists may hold the station for the officer at his/her discretion.
17. Radio Etiquette:

- a. Listen and make sure the channel is not in use before beginning a transmission.
- b. When transmitting from a mobile unit, make sure portable units are turned off and the am/fm radio or other background noise is turned down or off.
- c. Employees of the Department shall be attentive to information transmitted over the radio to avoid unnecessary repetition of specific information. Officers should write down assignments as they are received, rather than relying on memory.
- d. All channels shall be used only to properly conduct police business. Improper language, transmissions or other misuse of the police radio is prohibited. Personal name or unofficial code numbers shall not be used on recorded frequencies.
- e. Relations with others must remain cordial at all times. Courtesy can be expressed aptly by the tone of voice and manner of presentation than it can by words.
- f. Eliminate all unnecessary wording. When all units are clearing simultaneously, communications will be advised "all units clear."
- g. Officers not transmitting emergency or urgent information will momentarily stand-by to allow the opportunity of officers with emergencies to transmit first.
- h. The responsibility of ensuring proper radio procedures and discipline lies with the on-duty Shift Supervisor of the personnel involved who shall continually monitor and evaluate this activity.

18. Radio Call Sign Procedures: (CALEA 81.2.4.c)

- a. Officers/Employees not assigned to the Patrol Division will be identified by an alpha designator based upon their assignments, followed by a number.
 - (1) Division Commanders will have a "CAR" designation with his/her identification number;
 - (2) Sergeants will have a 10 designator (i.e., BP 110, 210 Administrative); and,
 - (3) Senior Corporals will have a 9 designator (i.e., 109-209 Administrative).
- b. Officers assigned to the Patrol Division shall use their shift designators and beat assignment:
 - (1) Sergeants will have the numeric 1 or 2 indicating the day of midnight shift, BP for sector and 10 after their Beat designator (i.e., BP will have designator "Day work 210");

- (2) Corporals or designated senior officer will have the numeric 1 or 2 indicating the day of midnight shift, BP for sector and 9 after their Beat designator (i.e., BP will have designator “Midnight -BP-109”);
- (3) Beat cars will have the same numeric as the beat the officer is assigned (i.e.,designator Midnight “ BP102 etc”;
- (5) Off-duty and officers working secondary employment shall identify themselves by their identification numbers.

19. Radio Alpha Identifier Designations:

- a. “Car 1”: Chief of Police; Car 2 Deputy Chief ...etc.
- b. “Adam”: Sworn Administrative staff;
- c. “Baker”: Department Overtime units i.e. bike patrol, gym;
- d. “Charlie”: Community Service Unit to include SRO’s;
- e. “David”: Criminal Investigative section:
- f. “Edward”: Vacant;
- g. “Frank”: Vacant;
- h. “George”: Vacant;
- i. “Henry”: Vacant;

- j. “Ida”: Vacant;
- k. “John”: Vacant;
- l. “King”: Vacant;
- m. “Lincoln”: Vacant;
- n. “Mary”: Vacant;
- o. “Nora”: Vacant;
- p. “Ocean”: Vacant;
- q. “Paul”: Vacant;
- r. “Queen”: Vacant;
- s. “Robert”: Vacant
- t. “Sam”: Vacant
- u. “Time”: Vacant
- v. “Union”: Special Tactics and Response
- w. “Victor”: Vacant;

- x. “William”: Vacant;
- y. “X-ray”: Vacant;
- z. “Young”: Vacant;
- aa. “Zebra” Vacant,

L. Frequency Alert Tones: The alert tone will precede the broadcast of life threatening emergency situations or a crime in progress. The alert tone is used as a means of advising all units on the frequency of a life threatening crime that just occurred, and crimes in progress where an emergency situation exists. Life threatening emergencies, crimes that just occurred and crimes in progress are as follows:

1. Signal 13 officer in trouble;
2. Officer requesting priority back-up;
3. Collision with injuries/fatal;
4. Hit and run with injuries/fatal;
5. Arson/fire;
6. Breaking and Entering/Burglary
7. Drowning;
8. Fight;
9. Hold Up Alarm;
10. Homicide;
11. Injured/sick person;
12. Panic Alarm;
13. Prowler;
14. Rape/Sexual Assault;
15. Robbery;
16. Unknown Trouble;
17. Sounds of shots fired (multiple calls);
18. Suicide/attempt;
19. Violent domestic;
20. Man with a gun; and,
21. All crimes against person while in progress.

M. Calls where the on-duty Shift Supervisor must be dispatched and respond to the scene to assume command: (CALEA 81.2.4.f)

1. Signal 13 ;
2. Arsons of occupied dwellings;
3. Bank/business robberies;
4. Barricades/hostage situations;
5. Bomb threats;
6. Child abuse;
7. Collisions involving City vehicles where serious injury or death has occurred;
8. Departmental collisions;
9. Domestic disputes involving police officer from this Department or an allied agency;
10. Fatal collision scenes;
11. Homicides/Suspicious Deaths;
12. Incidents where an officer used force above hands-on;
13. Large fights/riots;
14. Pursuit ending sites;
15. Rapes/sexual assaults; and,
16. Other incidents where field units request the presences of the Shift Supervisor.

N. Call Priorities and Dispatch:

1. Priority Response: Immediate Dispatch and Response: Calls for service that requires an emergency response by patrol units and/or K-9. Typically, any call that is in-progress or has just occurred in which a person's life, safety and/or property is under immediate threat, or any call in which the immediate dispatch of units could facilitate the apprehension of a suspect(s) involved in a person/property type offense. The list of calls that require a code three response are listed in section "N" of this order. Also see Order 501-Police Vehicle Operations. (CALEA 41.2.1) (CALEA 81.2.4.e)
 - a. Assign one beat unit and at least one back-up unit;
 - b. Broadcast: Unit number(s), radio code (or English equivalent), location and details of the call;
 - c. If no units are available, initiate a blind call to any unit (i.e., I need two cars for a shooting, etc.);

- d. Acknowledge unit(s) responding; and,
- e. Broadcast: Unit number(s), radio code (or English equivalent), location and details of call.

2. Routine Response

- a. Calls for service where there is no reason to believe that an immediate response by a patrol unit will provide little or no opportunity for the apprehension of the suspect or protection of life or property. A non-priority response of a patrol unit will not decrease the quality of police service to the citizen but will provide time management of patrol operations. Examples of Code One call would be: (CALEA 41.2.1) (CALEA 81.2.4.e)
 - (1) A felony not in progress, non-violent misdemeanor or any other incident that does not require an immediate response.
 - (2) Any not-in-progress incident that involves a minor violation or offense, or any incident that involves non-criminal services, such as parking violations, found property, etc.
- b. Officer availability: Officers doing paperwork are considered available for calls unless otherwise directed by the Shift Supervisor.
- c. Recommended Response: The on-duty Communications Specialist shall originally determine if a call for service is a routine response or priority response. The on-duty Shift Supervisor is responsible to upgrade or downgrade a response. See Order 501- Police Vehicle Operations, Section B.
- d. Street Location: Whenever possible, the exact street address will be given to an officer prior to his/her response to a call for service.
- e. Return to Service: Officers will respond to radio assignments promptly, and return to service as soon as possible.
 - (1) Officers will acknowledge when dispatched to a call for service. Officers will advise the on-duty Communications Specialist upon arrival at the assigned call. Upon completion of the call, the officer will advise the on-duty Communications Specialist of the disposition.
 - (2) Plainclothes officers arriving on the scene of any in-progress or just occurred call shall advise the on-duty Communications Specialist that they are in plainclothes, and if possible provide a brief description of his/her clothing, race and/or vehicle description.

- f. On-view activity: Any officer enroute to a radio call who observes an on-view activity will advise the on-duty Communication Specialist of the situation.
 - (1) If the on-view situation demands immediate attention, the employee will request the Communications Specialist to reassign the call.
 - (2) If the original assignment is greater in priority, the officer will request another unit be dispatched to handle the on-view situation.
- 4. Walk-In complaints:
 - a. Walk-in complaints are citizens who have responded to the station to contact an officer. Officers should do their best not to allow a walk-in complaint to wait an extended amount of time in the lobby.
 - b. Walk-in complaints should be assigned to the beat car in which the crime occurred, whenever possible.
- 5. Call Backs:
 - a. Calls for services that do not require the physical presence of an officer. These are calls in which protection of life or property is not an issue and the report may be taken over the telephone. This should only be done following the below criteria:
 - (1) The on-duty Shift Supervisor approves the call back response.
 - (2) Should normally be done when there is inclement weather.
 - (3) At the request of the complainant
- 6. Crime Reports Received by telephone, facsimile, email or other technology. The City of Bowie Police Department does not normally accept crime reports by telephone, facsimile, email or other technology except in the following circumstances:
 - a. Complaints from the Prince George County Department of Social Services or other State or County human protection agency. This correspondence will be immediately forward to the Criminal Investigations Unit for reporting and investigation;
 - b. Complaints from citizens who live outside the jurisdiction and are unable to respond to headquarters to file a report. An on-duty patrol officer will respond to the station to accept the correspondence and take the appropriate action (report, log entry, etc.).

- c. At the discretion of the investigating officer, a citizen may email, fax or use other technology to have victims/witnesses correspond needed follow-up information for a report or investigation.
7. Emergency radio call unit assignments:
- a. Two (2) officers will respond to Code Three radio calls unless information indicates additional units are warranted.
 - b. If a third or fourth unit is necessary, they may respond until a cancel (10-22) is given. At that time, all support units will immediately go back in service.
8. Officer safety dispatch/response procedures:
- a. Communications may assign routine back-ups on hazardous calls for service. In the event that units not assigned to a call advise they are enroute, the on-duty Communications Specialist may advise them to cancel if it is determined there are adequate units enroute to handle the situation. Additionally, officers enroute to, or on the scene of, a call may request back-up units whenever necessary. Back-up units information shall be added to all records.
 - b. Routine back-up:
 - (1) Routine back-up is to be used on those occasions where the requesting officer is in no immediate danger, but there is potential for the situation to escalate into a more serious matter.
 - (2) One unit will be dispatched on “traffic stops” unless cancelled by the initiating officer.
 - c. Priority backup:
 - (1) Priority backup is to be used when the requesting officer is in possible or perceived danger and needs immediate assistance to overcome the threat.
 - (2) Two units will be dispatched on priority back-up requests.
 - (3) When a priority back-up is requested, the radio channel will be kept clear of all unnecessary radio traffic and/or transmissions to ensure that the requesting officer can continue to utilize the frequency.
 - d. Plainclothes officers requesting priority back-up. Plainclothes officers requesting an emergency back-up shall, if possible advise the on duty Communications Specialist they are in plainclothes.
 - (1) If possible, a description of their clothing and vehicle shall be given.

- (2) The on-duty Communications Specialist shall broadcast any information received regarding officers on the scene in plainclothes.
 - (3) Plainclothes officers will identify themselves to responding units as soon as possible.
- e. Signal 13 -Officer in Trouble/Officer Involved Shooting: (CALEA 81.2.4.g)
- (1) Signal 13 is requested during those occasions when an officer is in immediate danger or has been involved in a Departmental shooting.
 - (2) All on-duty units and all officers working secondary employment shall respond on a Signal 13.
 - (3) Beyond Department units, the on- duty Communications Specialist shall notify:
 - (i) Prince George’s County Police Department;
 - (ii) Anne Arundel County Police;
 - (iii) Maryland State Police-College Park; and/or Forestville barrack
 - (iv) Prince George’s County Sheriffs Office.
 - (4) During a Signal 13 officers shall not use the radio to notify the on-duty Communications Specialist that he/she is enroute. Officers shall keep the radio channel open for the involved officer(s) and only notify communications when they are on the scene.
 - (5) Once the scene has been rendered safe and the endangered officer(s) have been accounted for, a cancel (10-22) will be announced.
 - (6) Once a 10-22 has been announced, officers that were enroute, but have not arrived on the scene yet shall immediately go back in service.

NOTE: Should an officer’s Signal 13 button go off, the on- duty Communications Specialist shall call the officer on the radio. If there is no response a Signal 13 will be announced for the officer. The on-duty Communications Specialist will utilize the Availweb GPS system and give the last known location of the officer.

- 9. Allied agency requesting back-up: (CALEA 81.2.4.d)
 - a. If an allied agency requests back-up, upon the approval of the Shift Supervisor, the closest available unit will be dispatched.

- b. If multiple units are needed to provide back-up assistance to an allied agency outside the City, it will be cleared through the on-duty Shift Supervisor.
- 10. Identifying undercover officers:
 - a. Officers coming into contact with an undercover officer from this Department or an allied agency shall not broadcast such information over the police frequencies.
 - b. Bowie officers working plainclothes within the City will notify the on-duty Communications Specialist of their location, clothing and vehicle description via telephone. The on-duty Communications Specialist shall notify the on-duty beat officer either in person, MDT or via telephone.
- 11. Emergency Messages (CALEA 81.2.10)
 - a. The acceptance and delivery of emergency messages is an important and legitimate law enforcement function. The level of service we provide to our citizens will directly impact on our reputation within our community. For example, acceptance and delivery of a message at an accident scene can leave a lasting impression on the involved parties and, in the case of delivering a message to a citizen's employer, may save his/her job. In deciding which message should be accepted and delivered, employees should consider that our primary mission is public service and, as such, we should refuse only those request that we cannot deliver because of extreme workload. Even in these cases, employees should make every effort to complete the citizen's request or assist the citizen by transporting him/her to a telephone.
 - b. Delivery of messages regarding seriously injured, ill or deceased persons will be accomplished in accordance of General Order 444, 421, and 332.
- 12. System Security: (CALEA 81.1.2)
 - a. When an officer requests a registration or driver's license check, a warrant check will automatically be generated by the on-duty Communications Specialist. In the event of a hit, the on-duty Communications Specialist will advise the unit "10-35". The officer will advise when he/she is ready to copy the type and reason.
 - b. Information requested or obtained from the METERS/NCIC computer system will be used for official law enforcement purposes only.
 - c. All entries into METERS/NCIC will be verified by the on-duty Shift Supervisor when he/she signs reports to ensure proper entry. Verification will be completed by the on-duty Shift Supervisor

marking the letters “QC” (Quality Control) on the hard copy of the entry.

O. Equipment:

1. Off-site equipment, such as antennas and electrical power distribution points, shall be fenced with entry restricted to authorized personnel. (CALEA 81.3.1.b & d)
2. In the event of a power failure, the emergency generator should automatically engage, supplying power to the Communications Unit to maintain operations. The emergency generator will have documented inspections in accordance with manufacture recommendations and tested or operated under a full load at least once monthly. (CALEA 81.3.1.c) (CALEA 81.3.2)
3. A portable radio shall be maintained in the Communications Unit to facilitate communications in the event of a power failure and the emergency generator has failed. (CALEA 81.3.1.c)
4. The on-duty Communications Specialist has the necessary equipment capable to access the Prince George’s County Police Department (PGPD) within the Communications Center. Other allied agencies such as Maryland State Police (MSP) and the Prince George’s County Fire Department (PGFD) can be monitored in the Communications Center.

P. Alarms: (CALEA 81.2.12)

1. Police response to burglar alarms:
 - a. Burglar alarms shall have a routine response, unless upgraded to a priority by the on-duty Shift Supervisor.
 - b. Upon receipt of a burglar alarm call from either a citizen or an alarm monitoring company, the on-duty Communications Specialist shall ascertain the following information:
 - (1) Location, and if applicable, name of the business, and a phone number for the business;
 - (2) Type of alarm: audible, silent, business or residential;
 - (3) Location of activation: front door, rear window, etc.;
 - (4) Responsible party information (name and phone number);
 - (5) Suspect and/or suspect vehicle information, if available-to include direction of travel; and,
 - (6) Complainant’s name and call back number and, if applicable, the address.
 - c. Two (2) officers, will be dispatched on all burglar alarm calls unless otherwise directed by the on- duty Shift Supervisor. For

officer safety reasons, officers may not cancel from an alarm call until at least one unit is on the scene and has advised that the scene is secure. If K-9 is needed an on-duty supervisor make the request and ensure a perimeter is established.

- d. Officers responding to burglary alarm calls shall treat each call as a potential burglary in progress.
3. Police response to panic alarms: A silent alarm device designed to be activated by a person as a means of alerting authorities that an emergency situation exists.
- a. Panic alarms shall have a priority response.
 - b. Upon receipt of a panic alarm call from an alarm monitoring company, the on-duty Communications Specialist shall obtain the following information:
 - (1) Location and, if applicable, name of business and a phone number for the business;
 - (2) Any known information regarding occupants of residence or business (i.e. health problems);
 - (3) Responsible party information (name and phone number); and,
 - (4) Complainant's name and call back number, and if applicable address.
 - c. Two officers will be dispatched on all panic alarm calls.
 - d. Officers responding to panic alarm calls shall handle each call of this type as an unknown trouble call and will exercise every precaution when investigating the incident.
- Q. Emergency First Aid: The Department does not provide emergency first aid instruction over the phone or radio. (CALEA 81.2.13)

Order - Communications Addendum A

Codes and Radio Signals

10-1	Receiving poorly	Sig. 15F	Fight in Progress
10-2	Receiving well	Sig. 18	Premises Check
10-3	Emergency Transmissions only	Sig. 20	Assist Fire Department
10-4	Acknowledgment	Sig. 22	Unknown trouble
10-5	Transport	Sig. 25	Animal Complaint
10-6	Busy	Sig. 25B	Animal bite report
10-7	Out of service/End of watch	Sig. 25F	Dead Animal
10-8	Available	Sig. 26	Routine patrol suspended
10-9	Repeat message	Sig. 44	Bomb Scare
10-10	On assignment but available	Sig. 46	Motorcycle Complaint
10-11	Transmitting too rapidly	Sig. 50	Cross-burning
10-12	How many available units my sector	Sig. 60	Assault report
10-14	Escort	Sig. 61	Vandalism
10-15	Prisoner aboard	Sig. 62	Burglary (report)
10-20	What is your location?	Sig. 63	Theft
10-21	Do you have any calls for me?	Sig. 63A	Theft from auto
10-22	Cancel request/Response	Sig. 64	Homicide
10-27	Any return on my request?	Sig. 65	Sex Crime
10-29	Wanted check	Sig. 66	Suicide
10-30	Does not conform to regulations	Sig. 68	Disorderly
10-34	Lookout information	Sig. 69	Loud Party
10-35	Confidential info./Warrant hit	Sig. 70	Drunk
10-36	Correct time	Sig. 71	Domestic
10-37	Identify personnel	Sig. 73	Disorderly/Juveniles
10-40	Telephone number	Sig. 75	Request camera
10-41	There are no calls for you	Sig. 76	Traffic Control
10-42	Driver license check	Sig. 76M	Assist motorist

10-78	Routine back-up	Sig. 78	Burglary/Hold up alarm
10-86	Call home	Sig. 80	Communicable disease
10-97	How do you copy?	Sig. 81	Death report
		Sig. 82	Meet officer

Sig. 1	Call your station
Sig. 1I	Call your station immediately
Sig. 3	Go to your station
Sig. 3I	Go to your station immediately
Sig. 4	See complainant in person
Sig. 5	Suspicious vehicle (unoccupied)
Sig. 6	Suspicious vehicle (occupied)
Sig. 6I	Drunk Driver
Sig. 7	Suspicious subject
Sig. 7A	Suspicious subject/Armed
Sig. 8	Listing info./Stolen check on vehicle.
Sig. 9	Traffic accident
Sig. 9A	Traffic accident/No report
Sig. 9I	Traffic accident/Injuries
Sig. 9F	Traffic accident/Fatal
Sig. 11	Hit and Run
Sig. 11I	Hit and Run W/ Injuries
Sig. 11F	Hit and Run Fatal
Sig. 13	Officer In Trouble

Sig. 83	Notification
Sig. 84	Hold up (State if in progress)
Sig. 85	Kidnapping
Sig. 86	Burglary (In progress)
Sig. 88	Departmental paperwork
Sig. 89	Recovered Property
Sig. 91	Refueling vehicle
Sig. 98	Out of patrol area/ Business
Sig. 99	Out of service/Meal break
Sig. 100	M.O.