

## **2.1000 COMMUNICATIONS**

### **2.1005 COMMUNICATIONS FUNCTIONS**

- A. The agency's Communications functions are organizationally coordinated and assigned consistent with **1.200 Organization**.
- B. Communications functions are performed by Police Communications Operators (PCOs) assigned to the Communications Unit and UPOs substituting for PCOs consistent with **2.1011**.
- C. The agency maintains a 24-hour communications operation for:
  - 1. Providing two-way radio capability, providing continuous communication between the communications center and on-duty personnel for this and other university departments using the 800 MHz system;
  - 2. Receiving telephone calls for administrative and operational needs, including emergency calls for service;
  - 3. Conducting teletype and automated data communications; and
  - 4. Monitoring university alarm systems.
- D. The agency's emergency and non-emergency phone numbers may be called on a 24-hour, toll-free basis from all phones within the primary and concurrent jurisdiction of the agency.
- E. The agency has been designated as a secondary Public Safety Answering Point (PSAP) consistent with authorization granted by the Department of Public Safety and Correctional Services Emergency Number Systems Board. All callers within the agency's primary and concurrent jurisdiction are able to obtain emergency services by calling 911.
- F. The chief will designate an employee to serve in an ancillary capacity as the agency's radio system administrator.

### **2.1010 PCO RESPONSIBILITIES**

- A. Written job descriptions are provided to all PCOs in order to standardize services, reduce errors, aid in training efforts, and reduce confusion during emergency situations.
- B. Personnel performing communications duties will be familiar with and utilize directives and procedures set forth in the Communications Manual. Included in the Communications Manual are procedures to be followed in responding to victim/witness calls for information or services, including, but not limited to:
  - 1. Assessing characteristics of calls to determine whether emergency or non-emergency responses are required; and
  - 2. Informing victims/witnesses of the agency's response, including direct law enforcement services and/or referrals to other agencies.
- C. Responsibilities of PCOs include, but are not limited to:
  - 1. Receiving incoming telephone calls;
  - 2. Obtaining essential information;
  - 3. Evaluating service needs; and
  - 4. Initiating appropriate responses that include, but are not limited to:
    - a. Transferring calls to other parties;
    - b. Dispatching police officers; or
    - c. Taking other actions that result in the satisfactory completion of requests for service.
- D. Response assignments conforming with dispatching protocols established in the Communications Manual are based on:
  - 1. Officer safety considerations;
  - 2. Emergency situations;
  - 3. Crimes in progress; and
  - 4. Citizen safety.
- E. PCOs have the authority to assign on-duty patrol squad personnel regardless of any sector or area assignments in order to meet an objective of the timely delivery of police services.
  - 1. Any sector boundaries are to be respected only to the extent that they do not interfere with the efficient delivery of police services.
  - 2. Patrol supervisors may change any personnel assignments originally dispatched if the changes will improve operational efficiency.

- F. Communications personnel have immediate access to:

- 1. Patrol squad commanders;
- 2. Current duty rosters of all on-duty personnel;
- 3. Current home telephone numbers of all agency personnel;
- 4. Maps detailing the agency's areas of primary and concurrent jurisdiction;
- 5. Officer status indicators;
- 6. Written procedures and telephone numbers for obtaining emergency and necessary external services to the agency;
- 7. Tactical dispatching plans;
- 8. Current notification listings for monitored alarms; and
- 9. Current notification listings for selected university personnel and departments.

- G. Certifications, training, and authorizations for PCOs include, but are not limited to:

- 1. NCIC logon certification;
- 2. 911 operations;
- 3. Emergency Medical Dispatch training;
- 4. Audio and video tape system operations;
- 5. Alarm system operations;
- 6. Mutual aid radio operations;
- 7. TTY / TDD operations;
- 8. Applicable in-house, on-line applications; and
- 9. Back-up system operations for telephones, radios, and computers.

- H. PCO personnel will wear issued headsets when performing the duties of primary dispatcher.

### **2.1011 UPOS SUBSTITUTING FOR PCOS**

- A. PCS personnel and the respective bureau commander are responsible for ensuring the communications function is staffed on a regular basis and when there are exigent or planned absences of PCO personnel.
- B. Communications trained and certified UPOs may substitute for PCOs only in special circumstances when no other reasonable alternatives exist to staff the communications function. Those special circumstances are:
  - 1. Exigent, short notice situations caused by emergencies, illnesses, or other unexpected absences of PCOs; and
  - 2. Prearranged situations requiring the presence of all available PCOs at other locations.
- C. On-duty, trained and certified UPOs may be readily substituted for PCOs in exigent or planned circumstances when doing so would not affect any operational minimum mandatory staffing levels.
  - 1. Further substitutions of UPOs for PCOs should be regarded as the last and final alternative to the ordered staffing protocol of:
    - a. Modifying PCO schedules to obtain communications coverage on a regular duty basis;
    - b. PCS personnel providing communications coverage on a regular duty basis;
    - c. Ordering off-duty PCOs to provide communications coverage on an overtime basis; and
    - d. PCS providing communications coverage on an overtime basis.
  - 2. Following the failure of PCS and their respective bureau commander to staff the communications function as described in **C.1**, patrol squad commanders are authorized to order in off-duty UPOs on an overtime basis to provide minimum mandatory communications or patrol squad coverage following the failure of the ordered staffing protocol.
- D. When exigent, short notice situations occur that cause unexpected absences of PCOs, patrol squad supervisory personnel will:
  - 1. Notify a PCS or the appropriate bureau commander if PCS personnel cannot be contacted;
  - 2. Facilitate ordered staffing protocol notifications; and

3. Send CIS describing the incidents and their resolutions.
- E. Bureau commanders are responsible for ensuring communications substitute UPOs:
  1. Are selected from non-supervisory or administrative ranks;
  2. Obtain necessary certifications;
  3. Receive necessary training;
  4. Are assigned to all patrol squads; and
  5. Regularly demonstrate their communications functional proficiencies.
- F. Certifications and training for communications substitute UPOs include, but are not limited to:
  1. NCIC logon certification;
  2. 911 operations;
  3. Emergency Medical Dispatch training;
  4. Audio and video tape system operations;
  5. Alarm system operations;
  6. PMARS / MARNIS operations;
  7. TTY / TDD operations;
  8. Applicable in-house, on-line applications; and
  9. Back-up system operations for telephones, radios, and computers.

## 2.1015 RADIO PROCEDURES

### 2.1015.05 General Procedures

- A. Employees will adhere to Federal Communications Commission (FCC) regulations. Under the rules of the FCC, it is unlawful to:
  1. Transmit superfluous signals or messages of a personal nature;
  2. Transmit false calls or distress signals;
  3. Use profane, indecent, or obscene language;
  4. Willfully damage or permit radio equipment to be damaged;
  5. Cause unlawful or malicious interference with other radio communications;
  6. Intercept and use or publish the contents of radio messages without expressed written permission of proper authorities;
  7. Make unnecessary or unidentified transmissions;
  8. Transmit without first making sure that the transmission will not cause harmful interference;
  9. Make adjustments, repairs, or alterations whatsoever to radio transmitters without correct licenses;
  10. Transmit call signals, letters or numerals which have not been assigned; or
  11. Deny access to radio equipment if properly identified representatives of the FCC ask to inspect it at reasonable times.
- B. Patrol officers and other officers engaged in field assignments will maintain radio communications at all times during their tours of duty.
- C. Officer status indicators will be utilized by Communications personnel to note the status of officers. Officers will keep Communications advised of their status at all times by:
  1. Informing Communications of all changes in duty status;
  2. Clearing assignments through Communications as quickly as practical;
  3. Informing Communications of any arrest as reasonably practical after placing arrestee in handcuffs;
  4. Notifying Communications of the arrival of any other responding department (i.e. Fireboard, Environmental Safety, PGPD, Resident Life staff, etc);
  5. Advising Communications when responding to, or present at, incident scenes;
  6. Notifying Communications when leaving their vehicles to conduct business;
  7. Advising Communications in which talk group they are; and
  8. Requesting permission to move to other talk groups.

- D. The agency's 800 MHz talk groups are:

Group #	Purpose
1	Police dispatch & day to day operations
2	Police tactical group 2 – secondary group for incidents & events
3	Training: Police, Police Aides, Academy, In-Service, PCO, etc.
4	Police Auxiliary
5	Security Systems
6	Police tactical group 1 – primary group for incidents and events

- E. Radio transmissions will be as clear, precise, and calm as possible.
- F. Only pertinent information will be transmitted to minimize use disruptions and maximize radio use for efficient delivery of police services.
- G. Background noises will be minimized, if at all possible, before transmitting.
- H. It is preferred that employees will use ID numbers, sector designations, or vehicle numbers instead of names when transmitting.
- I. In order to minimize repeat broadcasts, officers should either write down or take other steps to record or retain necessary information from Communications.
- J. Confidential information, e.g. criminal arrest records, or other information which is unusually sensitive, will not be routinely transmitted unless immediate communication is essential for officer safety purposes.
- K. Personal information about employees, including home addresses and telephone numbers, will not be transmitted over the radio.
- L. Employees will not knowingly transmit with the intent of interfering with other units, e.g., covering other units or microphone clicking.
- M. Employees will attempt to prevent radio feedback with volume control and radio positioning.
- N. Only PCOs, supervisors, or administrators may cancel units which have been dispatched to calls.
  1. In order to ensure closest units, handle priority calls, unit cancellations may be made only after all responding units have stated their locations.
  2. Cancellations suggested by responding units must be affirmed by Communications.
  3. Officers arriving at scenes may notify Communications of needs to cancel or modify response by other units.
- O. The agency regularly utilizes an open radio network with unit-to-unit transmissions permitted.
- P. Incident commanders will ensure radio network ICS communications protocols are announced and utilized as necessary. Employees will conform to announced open or closed radio network protocols.

### 2.1015.10 Requesting Emergency Services

- A. The Communications Manual contains directives and procedures for obtaining services from outside agencies.
- B. When requesting emergency assistance from other agencies, Communications personnel must be prepared to accurately and effectively communicate types of assistance requested and exact locations of incidents.
  1. Cross street locations should be given when requesting assistance for incidents not within the primary jurisdiction of this agency.
  2. It is the responding jurisdiction's responsibility to determine and dispatch the assistance needed.
- C. Most agencies commonly called for assistance may be called by auto or group dial functions on phone consoles in the Communications facility. Such agencies may be, but are not limited to:
  1. PGFD (fire, rescue, ambulance, bombs, HAZMAT, etc.);
  2. PGPD, communications channel 1 dispatcher;

3. Contracted commercial towing service;
  4. OSPG;
  5. PGPD, Hyattsville Station;
  6. PGPD, Beltsville Station;
  7. UMBC;
  8. UMB;
  9. Laurel City Police;
  10. MSP, College Park;
  11. Environmental Safety;
  12. MILES assistance; and
  13. NCIC assistance.
- D. Other agency phone numbers not on auto or group dial may be found in CAD. These agencies and services include, but are not limited to:
1. Taxi services;
  2. Road services;
  3. Counseling and psychological services;
  4. Social services;
  5. Homeless shelters; and
  6. Utilities such as PEPCO, WGL, WSSC, AT&T, and Verizon.

#### **2.1015.15 Misdirected Calls for Service**

The agency will accept misdirected emergency and non-emergency calls for service. Employees will assist callers by re-routing misdirected calls by the telephone transfer option, informing callers of correct numbers to call, or by taking information and calling the correct agencies.

#### **2.1015.20 Complaint Control System**

- A. The agency utilizes the CAD and RMS to:
1. Issue and control CCN's;
  2. Record information at the time of requests for services;
  3. Record the status of officers;
  4. Record information on officers assigned as primary and back-ups;
  5. Record information tracking the progress and conduct of the delivery of police services; and
  6. Assist in evaluating staffing use and allocation.
- B. Personnel performing communications duties will initiate CAD and RMS entries and fill in all appropriate information consistent with the Communications Manual for all incidents requiring police assistance, action, or involvement. Information recorded in CAD and RMS includes, but is not limited to:
1. CCN's;
  2. Dates and times of requests;
  3. If available, names and addresses of complainants;
  4. Types of incidents reported;
  5. Locations of reported incidents;
  6. Primary and secondary officers assigned to incidents;
  7. Times calls are dispatched;
  8. Times of officer arrivals;
  9. Times of officers returning to service; and
  10. Dispositions or status of reported incidents.
- C. Entries in CAD are batched once completed for permanent storage into RMS.
- D. Officer status indicators may be viewed using CAD.

#### **2.1015.25 Response to Security Alarms**

- A. The agency does not monitor any private security company alarms in the Communications facility.
1. Commercial companies install and monitor a limited number of alarms within the primary jurisdiction of the agency.
  2. Units are dispatched accordingly when the agency receives alarm calls from private alarm companies.
- B. The Communications Manual contains further information and directives for university alarm locations, areas covered, responses, and enforcement procedures.

#### **2.1015.30 Accepting & Delivering Emergency Messages**

- A. Requests to deliver emergency messages will be accepted:
1. In cases of obvious emergencies, i.e., death, illness, medical, or family related; or
  2. As necessary to facilitate institutional needs, e.g., class cancellation notices.
- B. Requests to deliver non-emergency messages will be referred to appropriate departments.
- C. PCOs will request supervisory approval to deliver sensitive or unusual messages.

#### **2.1020 INTERAGENCY COMMUNICATIONS**

- A. The agency voluntarily participates in the Police Mutual Aid Radio System (PMARS) and has access to the national calling channel and four national tactical channels to enable mobile and portable radio communications between participating police agencies.
- B. When communicating via radio with civilian or other law enforcement agencies over PMARS or national calling or tactical channels, employees will adhere to all communications directives excepting the use of 10-codes.
- C. Clear speech, utilizing no 10-codes or signals, will be used during interagency communications in order to ensure that messages are accurately transmitted and received.
- D. All requests by agency officers to use interagency communications systems must be approved by on-duty supervisory or administrative ranked officers.

#### **2.1025 COMMUNICATIONS FACILITIES & EQUIPMENT SECURITY**

- A. The Communications facility is designated as a limited access area consistent with **1.412.15 Communications Center Security**.
- B. The agency's fixed radio network equipment is enclosed in the Hornbake penthouse shelter, the security of which will be regularly inspected by Communications personnel.

#### **2.1030 RECORDING OF RADIO AND PHONE CONVERSATIONS**

- A. The agency, as a matter of routine course of business, records agency radio transmissions in addition to all telephone conversations over university-wide emergency lines of 911 and non-emergency lines of 301-405-3555 and 301-405-5744.
1. The agency's telephone system is designed so that 911 calls and calls to non-emergency lines are separated.
  2. UMDPS Server hard disk recordings are official agency records and will not be removed, altered, tampered with, or accessed contrary to directives in this Manual or the Communications Manual.
  3. UMDPS Server hard disk recordings will be retained in the IT Secured Server room for at least six months before being re-used.
  4. A data base application will be utilized to track UMPD Server hard disk recordings retained for evidence and accountability.
  5. The recorder will not be turned off or disabled except for maintenance or repair purposes.
  6. Recorder malfunctions will be reported immediately to the on-duty squad commander and via e-mail to **COMMUNICATIONS**.
  7. Routine recorder operations are to be conducted only by on-duty Communications personnel.
  8. Recorder operations permit the simultaneous recording and reviewing of radio and telephone conversations.
- B. Requests to retain specific recorded material longer than the six-month retention period must be submitted by requesting employees through their unit commanders to communications supervisors.
1. Recorded material may be retained for reasons that include,

but are not limited to:

- a. Administrative or criminal investigations;
  - b. Court; or
  - c. Training.
2. UMPD Server hard disk recordings taken from circulation will be completely logged as such in the appropriate RMS application.
- C. Personnel needing to review recorded conversations in other than tactical or operational emergencies will, after receiving permission of supervisory or administrative ranked personnel, arrange for the material to be reviewed with the assistance of communications supervisory personnel or copied onto other media for retention and review.
- D. Other requests for access to or copies of recordings by other law enforcement agencies, other public agencies, or the general public must be sent to the Office of the Chief for approval consideration.

## **2.1033 CCTV MONITORING & RECORDING**

- A. The agency's in-house CCTV system is utilized to monitor and record activities in critical locations of movement in and around Police Headquarters.
- B. Routine CCTV operations are to be conducted only by on-duty Communications personnel and patrol squad supervisors.
- C. Communications personnel are responsible for ensuring proper recording and system operations.
- D. Digital video recordings are official agency records and will not be removed, altered, degaussed, tampered with, or accessed contrary to directives in this Manual or the Communications Manual.
1. Digital Video recordings containing periods of time when detainees are at Headquarters will be retained at least six months before being reused.
  2. Digital Video recordings not containing periods of time when detainees are at Headquarters or significant safety or security related events will be retained at least one week before being reused.
- E. Requests to retain Digital Video recordings longer than established retention periods or to remove tapes from circulation must be submitted by requesting employees through the chain of command to Security Operations Center supervisors.
1. Digital Video recordings may be recorded on CD's for:
    - a. Administrative, civil, or criminal investigations;
    - b. Court or hearings; or
    - c. Training purposes.
  2. Digital Video recordings retained or taken from circulation will be completely logged as such in the appropriate RMS application.
  3. Digital Video recordings retained or taken from circulation may be copied by requesting employees only within the scope of original requests.
  4. Digital Video recordings will be removed from circulation when they are no longer serviceable.
- F. Personnel needing to review Digital Video recordings in other than tactical emergencies will request a review through the Security Operations Center supervisors. CCTV system malfunctions will be reported immediately to the on-duty squad commander and via e-mail to **COMMUNICATIONS**.

## **2.1035 TELEPHONE USE**

Agency employees will comply with university directives relating to telephone system usage.

### **2.1035.05 Use of Recorded Lines**

Employees will not place out-going phone calls on the recorded lines unless persons being called are notified first, on the recorded line, that the calls are being recorded.

### **2.1035.10 General Provisions for Telephone Use**

- A. Unless assigned to Communications or Customer Service Window duties, employees will not use the Communications facility as places to make or receive phone calls.
- B. Excepting exigent circumstances, phone calls received in Communications or Customer Service Desk will be transferred to employees' dedicated phones or to general access phones.
- C. General access phones are available in the:
  1. Patrol supervisor's office;
  2. Briefing room; and
  3. Front lobby.
- D. Use of employees' dedicated phones is restricted to those employees to whom the phones have been dedicated unless expressed permission has been granted by the employees.
  1. Supervisors and administrators may use phones in any area that they are authorized to be in during the normal conduct of business.
  2. Supervisors and administrators may authorize the use of other phones as required to facilitate agency business.

### **2.1035.15 Cellular Telephone Operation in UMDPS vehicles**

- A. The use of cellular telephones while operating agency vehicles is prohibited unless a hands-free device, such as a Bluetooth, is utilized.
- D. In the absence of a hands-free device, agency personnel will find an appropriate location to stop the vehicle to make or receive calls.

### **2.1035.20 Telephone Courtesy**

- A. Employees answering agency telephones will do so promptly and courteously.
- B. Unless precluded by tactical or investigative considerations, employees answering phones will identify their location or assignment and name. For example:
  1. For 301-405-3555, answer "Department of Public Safety. PCO Jones." or
  2. For 911 or PERT answer, "Police Emergency. PCO Jones. What is the nature of your emergency?"
- C. Employees will attempt to obtain sufficient information to facilitate appropriate responses. Callers refusing to identify themselves will neither preclude attempts to assist them nor inhibit responses to calls for service.

## **2.1040 BACK-UP RESOURCES**

- A. The Headquarters building and the agency's fixed radio network equipment in the Hornbake penthouse shelter are both served by generator powered back-up power supplies of sufficient capacity to ensure continued operation of emergency communications equipment during failures of the primary electrical power sources.
- B. The emergency generators self-test every week. Monthly tests are also documented by FM personnel.
- C. The university-wide emergency telephone system has an uninterrupted power supply located in the telecommunications building. The system is maintained and tested by Telecommunications.

## **2.1045 COMMUNICATIONS EQUIPMENT MAINTENANCE**

- A. The radio system administrator coordinates the maintenance of, and service to, communications related equipment, including, but not limited to:
  1. Portable radios;
  2. Mobile radios;
  3. Fixed network equipment, Gold Elite Dispatch Console, RCH 3000 and consolettes, and Site Lens;
- B. Personnel assigned to Communications coordinate the maintenance of, and service to, communications related equipment, including, but not limited to:
  1. Radio and telephone recording system;

2. Alarm monitors;
3. CCTV monitors and recording systems;
4. MILES/NCIC terminal and printer; and
5. Telephones.

#### **2.1050 PORTABLE RADIO ISSUANCE**

- A. Each officer is issued a portable radio, battery, detachable microphone, and radio holder.
  1. Officers assigned to uniformed field duties are strongly encouraged to use their detachable microphones. Unit, event, or incident commanders may mandate the use of detachable microphones.
  2. Radios will be placed in agency chargers during off-duty hours. Radios will not be utilized while off-duty without permission from administrative ranked officers.
  3. Radios issued to non-watch personnel may be secured either in officers' work spaces or at their residences while off-duty.
- B. Portable radios needing repair or maintenance will be submitted to Equipment Maintenance personnel along with written explanations of the repair or maintenance needs.
  1. If repairs are needed because of damage, employees will comply with **2.448 Property Care and Maintenance**.
  2. When issued portable radios have been submitted for repair, spares will be checked out on a shift-by-shift basis. Replacement portable radios are to be returned promptly by employees at the end of their tours of duty.

#### **2.1054 Other Communication Devices**

##### **2.1054.10 Departmental Cellular telephones**

- A. Departmental cell phones are issued to employees by the authority of the chief or bureau commanders in order to facilitate notifications consistent with, but not limited to:
  1. **1.438.18 On-Call Status**;
  2. **1.438.20 First-Call Status**; and
  3. **2.442 Notifications**.
- B. Employees assigned agency departmental cell phones will:
  1. Ensure their departmental cell phones are accurately and properly entered in CAD and RMS; and
  2. Consistent with their assignments and duty status, promptly respond to issues initiated by agency personnel or are directly related to their agency duties and responsibilities.
- C. Employees issued departmental cell phones will carry same with them as often as practical when they are not at their home residences, but in the area covered by the system.
- D. Employees issued departmental cell phones are not considered to be in an on-call status unless specifically designated as such by a bureau commander or the chief. As such, there are no restrictions on the legitimate movements, activities, etc. of employees issued departmental cell phones when they are in an off-duty status.
- E. Employees issued departmental cell phones are responsible for ensuring their departmental cell phones are accounted for and will notify Information Technology Unit personnel of any departmental cell phones malfunctions.

##### **2.1054.20 Satellite telephones**

- A. Satellite telephones are supplied through the Support Services Bureau.
- B. Satellite Phone maintenance, excepting battery replacement, are the responsibility of Support Services Bureau personnel.
- C. Satellite telephones will be issued to the Chief of Police and to those designated by the Chief. The phones may also be distributed consistent with **2.700 Emergency Operations & Unusual Occurrences**.
- D. Satellite telephones are stored with the Chief of Police and by those designated by the Chief.
- E. Satellite phones will be tested periodically but will not be used on a routine basis and should only be used during emergencies

when land lines and cell phone are not able to be used.

#### **2.1055 RESPONSE STATUS AND CLASSIFICATION**

- A. Information contained in the Communications Manual includes, but is not limited to:
  1. Dispatching protocols;
  2. Tactical dispatching plans;
  3. Criteria for the assignment of the number of officers in response to incidents; and
  4. Circumstances that require the presence of patrol supervisors at incident scenes for the purpose of assuming command.
- B. All incidents requiring police responses will be dispatched over the radio even if responding officers are leaving from Headquarters. This is necessary to provide officer safety, to ensure that taped records of incidents exist from beginning to end, and to inform supervisory and patrol personnel of the status and locations of all personnel.
- C. Incidents dispatched with a priority response are:
  1. All incidents involving life-threatening circumstances;
  2. In-progress crimes against persons or property; and
  3. Crimes that have just occurred against persons or property with suspects on or near the scenes.
- D. All other incidents will be dispatched with routine responses unless sufficient information is known by Communications personnel or officers to justify upgrading response classifications.
  1. Communications personnel receiving calls for service will prioritize the calls based on information obtained by employees receiving the calls.
  2. If employees have doubts concerning the exigent nature of calls, the doubt will be resolved in favor of the higher priority.
  3. Patrol squad supervisory personnel, unless overridden by orders of administrative ranked officers, may upgrade or downgrade response modes based on circumstances that include, but are not limited to:
    - a. Type and seriousness of possible violations or crimes;
    - b. Possibility of apprehensions;
    - c. Incident locations;
    - d. Locations of responding officers;
    - e. Pedestrian and vehicular traffic levels;
    - f. Weather conditions; and
    - g. Conditions of police vehicles.
- E. All calls will be handled in order of highest to lowest priority. Calls will be dispatched as soon as units are available. At no time will calls be held when units are available to respond. Squad commanders will be advised of calls that are held in excess of 15 minutes.
- F. Only units dispatched to respond priority to incidents will respond in priority modes.
  1. Communications will specify which units will respond and the response classification.
  2. Other officers responding as back-up units will respond in routine modes unless directed otherwise.
  3. First units arriving at incident scenes will immediately notify Communications if changes in response classification or number of units is necessary.
  4. When on-scene units advise that others units may cancel their response, those units will not respond to the scene and will go in-service.

#### **2.1060 RADIO UNIT IDENTIFICATION**

- A. The base radio in Police Headquarters is referred to as "College Park."
- B. Ancillary base stations used for special events such as athletic events, concerts, and tactical operations will be referred to as their ICS location designator, e.g., Tyser Command, Xfinity Command, Fireworks Radio, etc.

- C. Officers and full-time civilian personnel will use their ID numbers or sector designations as radio unit identifiers. Employees with single digit ID numbers will use "ID" prior to their ID number, e.g., "ID 1, College Park."
- D. Student Police Aides will utilize their four-digit ID numbers as radio unit identifiers.

## **2.1065 MILES**

- A. The MILES terminal may be utilized for, but is not limited to:
  - 1. Inquiring and updating data in the MILES computer system as appropriate;
  - 2. Accessing files in the NCIC database;
  - 3. Accessing data files of the Maryland Motor Vehicle Administration;
  - 4. Accessing Computerized Criminal History (CCH) files;
  - 5. Communicating with the National Law Enforcement Telecommunications System (NLETS).
- B. All messages must be as brief as possible.
- C. MILES is for official use only. No personal or private messages or inquiries will be sent.
- D. Messages will not be sent except upon authority of designated operators.
- E. Messages must be in forms prescribed by the MILES Manual.
- F. Messages transmitted over MILES are considered confidential and will be divulged only to those authorized by message instructions.
- G. Message reviews by terminal operators made consistent with job performance requirements do not constitute breeches of confidentiality directives.
- H. Information obtained through MILES will not be sold.
- I. Employees will utilize the MILES system and disseminate information obtained through the MILES system in accordance with applicable laws and regulations.

## **2.1070 NCIC**

Agency employees will utilize NCIC functions and disseminate information obtained by NCIC functions in accordance with laws, rules, directives, and the NCIC manual.

### **2.1070.05 Integrity of NCIC Records**

- A. Agencies that enter records in NCIC are responsible for their accuracy, timeliness, and completeness.
- B. The FBI, as manager of the NCIC System, helps maintain system integrity through:
  - 1. Automatic computer edits which reject certain common types of errors in data;
  - 2. Automatic purging of records after they are in files for prescribed periods of time;
  - 3. Quality control checks by FBI personnel; and
  - 4. Periodically furnishing lists of all records on file for validation by the agencies that entered them.

### **2.1070.10 Accuracy & Validation**

- A. Officers needing NCIC entries, removals, or locate messages sent will provide Communications personnel necessary information to be entered.
- B. For entry and locate messages, Communications personnel will:
  - 1. Make the NCIC entry;
  - 2. Make a copy of the NCIC information;
  - 3. Write the CCN on the copy;
  - 4. Give the copy to a supervisor for the second party check; and
  - 5. Store the copy in the appropriate VALIDATIONS file consistent with message category type.
- C. For removal messages, the copy of the original message must be attached to the removal message and filed in the "CLEAR" section of the corresponding message type file.
- D. Copies of locate messages will be filed in the "CLEAR" section

of the corresponding message type file.

- E. Supervisors will:
  - 1. Review the report consistent with reporting directives;
  - 2. Conduct a third-party check of the NCIC supporting documentation;
  - 3. Ensure third party check is included in the report; and
  - 4. Forward the NCIC documentation to Communications for filing consistent with message category type.

### **2.1070.15 Timeliness**

- A. Communications personnel are responsible for performing prompt modifications, locations, and clearances of NCIC entries as necessary.
- B. Missing person entries will be made as soon as possible once the minimum data required for entry and the appropriate record documentation is available.
- C. Entries of articles, boats, guns, license plates, securities, and vehicles will be made as soon as possible once the minimum data required for entry and the record documentation is available.
  - 1. Information about stolen license plates and vehicles should be verified through appropriate motor vehicle registration files prior to record entry, if possible.
  - 2. If motor vehicle registration files are not accessible, records should be entered and verification completed when registration files become available.
- D. The agency must respond within ten minutes to queries in reference to entries made by the agency. The response must either confirm the entry or contain the amount of time needed by the agency to confirm the entry.
- E. Modifications of entries will be made as soon as possible following detection of erroneous data in existing records and as soon as possible following receipt of data not already stored in records.
- F. Timely locate entries will be made as soon as reasonably possible once records in question have been confirmed.

### **2.1070.20 Quality Control**

FBI NCIC personnel periodically check records entered in the system for accuracy. Errors discovered in records are classified as serious errors or non-serious errors. The type of error classification determines the actions taken by FBI NCIC.

### **2.1070.25 NCIC Files**

Files supported by the NCIC include:

- A. Vehicle file;
- B. Boat file;
- C. Gun file;
- D. Article file;
- E. Securities file;
- F. Wanted person file;
- G. Missing person file;
- H. Foreign Fugitive file; and
- I. US Secret Service (USSS) protective file.

### **2.1070.30 NCIC Queries**

NCIC query functions include, but are not limited to:

- A. Entry files described in **2.1070.25**;
- B. Computerized Criminal History (CCH) file;
- C. Automated ID Section; and
- D. Federal Offender File.

## **2.1075 MVA FUNCTIONS**

- A. MILES users are able to interface with the MVA computer for inquiries into the Maryland Registration File and the Maryland Driver Information File. MILES functions will be utilized for official uses only.
- B. MILES headquarters has no control over the ability of MVA computers to stay operational.

- C. MVA inquiry functions include, but are not limited to:
1. Query Maryland registration and/or operator's license;
  2. Browse for identification and address data;
  3. Request for certified copy of registration;
  4. Request for certified copy of driver record;
  5. Query junked vehicle;
  6. Query Maryland registration by partial license or VIN; and
  7. Send one-page administrative message to MVA.

## **2.1080 NLETS**

- A. NLETS is a message switching network that is a computer-to-computer interface. NLETS functions will be utilized for official uses only.
- B. MILES headquarters has no control over the ability of NLETS member computers to stay operational.
- C. Services provided by NLETS on a nationwide basis include, but are not limited to:
1. Query out-of-state registration/driver record;
  2. Query out-of-state driver history record;
  3. Send out-of-state administrative message;
  4. List nationwide APB messages waiting for review;
  5. Query out-of-state road/weather information;
  6. Query out-of-state boats/snowmobile registration;
  7. Query FAA aircraft registration system;
  8. Query FAA aircraft tracking system;
  9. Query Hazardous materials file;
  10. NLETS Canadian interface; and
  11. Query CHRI for identification or record.

## **2.1082 JIS**

- A. The agency has query level access to the Judicial Information System (JIS). JIS functions will be utilized for official purposes only.
- B. JIS enquiry functions include, but are not limited to:
1. District Court traffic system for:
    - a. Name searches;
    - b. Citation information;
    - c. Disposition Information;
    - d. Trial Information;
    - e. Case history / docket entries; and
    - f. Related Persons;
  2. District Court Criminal System for:
    - a. Name searches;
    - b. Case history / docket entries;
    - c. Name / address information; and
    - d. Charge disposition information; and
  3. District Court Warrant System for:
    - a. Name searches;
    - b. Case numbers;
    - c. Driver's license;
    - d. Tracking number; and
    - e. Defendant ID.

## **2.1085 PHONETIC ALPHABET**

It is recommended that agency employees utilize this phonetic alphabet during radio transmissions for identification of registration plates, spelling names, and other applicable situations.

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

## **2.1090 10-CODES AND SIGNALS**

Agency employees will use plain English speech communications during incidents that require assistance by responders from other agencies, jurisdictions and functional disciplines. Agency employees will also use plain English speech for internal operations but are still authorized to use the following 10-codes and signals during radio transmissions.

<b>10-0</b>	<b>Use Caution</b>
<b>10-3</b>	<b>Stop Transmitting</b>
<b>10-4</b>	<b>Acknowledgment</b>
<b>10-27</b>	<b>Driver's License Information</b>
<b>10-28</b>	<b>Veh. Registration Information</b>
<b>10-29</b>	<b>Check for Wanted</b>
<b>10-32</b>	<b>Person With a Weapon</b>
<b>10-62</b>	<b>Are you OK?</b>
<b>10-63</b>	<b>Prepare to Make Written Copy</b>
<b>10-78</b>	<b>Backup Needed</b>
<b>10-79</b>	<b>Money Run</b>
<b>10-80</b>	<b>Chase in Progress</b>
<b>10-84</b>	<b>To Open...</b>
<b>10-85</b>	<b>To Close/Secure...</b>
<b>10-89</b>	<b>Bomb Threat</b>
<b>10-91</b>	<b>Suicide/Attempt</b>
<b>10-95</b>	<b>Prisoner in Custody</b>
<b>10-96</b>	<b>Mental Subject</b>
<b>10-98</b>	<b>Confidential Information</b>
<b>10-99</b>	<b>Wanted/Stolen Information</b>
<b>Signal 13</b>	<b>Officer in Trouble</b>
<b>Signal Red</b>	<b>Police Aide in Trouble</b>