

# **MEDINA POLICE DEPARTMENT GENERAL ORDER**

**ORDER NO:** 2016-006

**SUBJECT:** Communications

**EFFECTIVE DATE:** 01 January 2016

**RESCINDS ORDER NO:** 98-08-01

**DISTRIBUTION:** All Department Personnel

**PURPOSE:** To familiarize members with established procedures governing the use of voice radios and departmentally assigned cellular phones.

I. **POLICY:** Radio communications will be conducted in a professional manner at all times. The Orleans County Sheriff's Department Public Safety Dispatch and the Medina Police Department Dispatch shall be responsible for dispatching all Medina Police calls for service. Procedures as set forth in this order are in compliance with all FCC regulations.

II. Standard Mobile and Portable Channel Configuration

A. Channels

- 1 - SHDSP (main dispatch)
- 2 - Data (secondary dispatch)
- 3 - Car to Car
- 4 - Jail Control
- 5 - Tac 1
- 6 - Interservice
- 7 - Common 7
- 8 - Common 8
- 9 - Common 9
- 10 - Medina PD

B. Through promotion or assignment to a specialized unit, a member may be authorized to change channel configuration. Any member wishing to change channel configuration on a radio (portable or mobile) must first request written authorization from the Chief of Police. When approved, arrangements will be made with the radio repair center for the modifications.

### III. Channel Selection

- A. The Sheriff's dispatch maintains a two channel system for use by the Medina Police. The primary dispatch (1) will be use for:
  - 1. All E911 dispatched calls.
  - 2. Request for back-up or emergency assistance (ambulance, etc.).
  - 3. Advising the dispatcher of a priority self-initiated assignment.
- B. The data channel (2) will be used for:
  - 1. Data checks (10-27,28,29)
  - 2. Detailed calls for service information.
  - 3. Request for tow truck, AAA notifications and other non-emergency assistance.
  - 4. Notifications to a public utility (e.g., highway department, telephone, etc.).

### IV. Radio Procedure

- A. All calls for service will be voice dispatched by Sheriff's dispatch. Upon receiving a call for service officers shall:
  - 1. Acknowledge the calls by responding
  - 2. Notify dispatcher upon arrival at the call by calling "on scene" and cancel assigned back-up units if situation does not require their presence.
  - 3. Notify dispatcher upon completion of a call by calling "in service" and report any subsequent action.
- B. When officers wish to provide assistance to another field unit they must advise the dispatcher and also indicate:
  - 1. That they are responding as a back-up.
  - 2. Arrival at the scene.
  - 3. That they are clear of the scene.
- C. When engaging in self initiated activity, officers will notify the dispatcher.
- D. When leaving their assigned areas, officers are required to first seek supervisory approval and notify the dispatcher when permission is granted.
- E. Officers will monitor the radio at all times when not on assignment and, whenever possible, while on assignment. The shift supervisor will be notified by the dispatcher if a officer fails to respond to a dispatch call in a reasonable period of time.

- F. Radio use must be limited to appropriate transmissions. Violations will be noted by shift supervisors for corrective action. Lengthy conversation must be conducted via telephone.
  - G. Shift supervisors will monitor the radio at all times with regard to proper assignments of patrols, the use of back-up units, etc.
  - H. The use of any unauthorized radio by a member of the Medina Police is prohibited.
- V. Portable Radios
- A. All members will be issued a portable radio, charger unit, battery, and radio case. Microphones will be available at the written request of the officer.
  - B. Members will report for duty with their issued radio. It will be the member's responsibility to ensure that the battery is charged before their tour of duty.
  - C. Uniformed personnel will carry a portable radio in a manner approved by the Chief of Police.
  - D. The portable radio will be turned on at all times when the officer is not in patrol car monitoring the radio, except when officer safety dictates otherwise.
  - G. Officers will store the charger unit and battery in a location which will ensure security and guard against the possibility of misuse.
  - H. Members assigned to a specialized unit that is subject to call out will take the portable radio to and from work each day.
  - I. When a portable radio, battery or charger is in need or repair members will make arrangements with the radio repair center for immediate repair.
  - J. There will be no repairs, channel adjustments or alterations made to the portable unit by anyone other than the radio repair center.
  - K. In the event that a member's radio or other equipment is damaged, an incident report detailing the circumstances surrounding the incident will be submitted to his/her supervisor. If it is determined that the damage to any of the equipment is the result of misuse or abuse, it may result in disciplinary action against the member.
  - L. The Chief of Police will maintain a limited quantity of loaner radios which will be used in the event that a radio malfunctions and immediate repair is not possible. These units are not meant to be used in situations where a member merely forgets his/her radio. The loaner radio must be issued and logged out by a supervisor and must be returned at the end of the member's tour of duty.

## VI. Emergency (Red) Button

- A. In car mobile emergency buttons are deactivated and will not be utilized.
- B. Portable emergency buttons will be used at the discretion of the Officer, in event that the microphone is not accessible or the primary channel is occupied during an emergency.
- C. Activation of the emergency button DOES NOT disclose your location.
- D. The emergency button must be depressed for ½ a second to activate. Immediately after activation, your portable will be switched to a private channel with dispatch. Prior to the dispatcher being able to key up, your portable will have 5 seconds of open mic where you are to immediately give your location and the nature of your emergency.
- E. After activation, your portable will remain on this private emergency channel until you request to be released by the dispatcher. You will not be able to hear responding units and they will not hear you. All information will be relayed through the dispatcher.
- F. All Officers, with prior dispatcher notification, will test this system to insure proper operation and user understanding.

## VII. Miscellaneous Procedures for Use of the Radio Systems

- A. Assignments will be voiced by the dispatcher with the following information:
  - 1) Unit number
  - 2) Call type
  - 3) Location
  - 4) Officer safety and suspect information
- B. All traffic stops must be reported to the dispatcher using the primary channel. Request for vehicle or additional information will be made on the records channel.
- C. The primary unit must clear assignments with the subsequent action. assisting unit must clear individually.
- D. A unit already assigned, that breaks to respond for an assist, traffic stop or higher priority call, is responsible for the original assignment, but placed on pending status by the dispatcher. When the assigned unit cannot take the original call, the dispatcher must be advised in order that the call be re-assigned. When taking the original assignment no action need be taken until clear.
- E. All assignments not completed must be turned over to the dispatcher for reassignment prior to the change of shift.
- F. Radio information is confidential and cannot be released to private Investigators, attorneys (except ADA) or other individuals, unless for official police use pursuant to the Freedom of Information Act requests.
- G. All requests for a tape copy of a dispatched transmission must be made in writing to the Chief of Police. This request must include the time, date and complaint number assigned to the particular incident. The request will

be reviewed and forwarded to the Orleans County Sheriff via the Chief's Office.

#### VIII. Responsibility and Accountability

- A. All broadcasts of calls and assignments from the Sheriff's dispatch shall be acknowledged and requires a follow up action by patrol. Brief clarifying questions may be asked by the officer and any apparent discrepancy in a call received will be reported to the shift supervisor or OIC.
- B. Officers may not cancel or reassign a call which has been dispatched. They may inform the dispatch if reassignment is considered necessary. The dispatcher will retain final authority to make reassignments.
- C. Shift supervisors may reassign a call if necessary, but must notify the dispatcher prior to making the reassignment.
- D. No other agency has the authority to cancel calls dispatched to a Medina Police unit.
- E. Complaints against the Sheriff's Dispatch shall be recorded on an incident report and submitted to the Chief of Police.

#### IX. Cellular Telephones

- A. The use of department assigned cellular telephones is restricted to official department business.
- B. Cell phone use while operating a patrol vehicle: In accordance with section 1225-c. 3b of the V&T Law, Officers shall be allowed to utilized cell phones while in the performance of their official duties. This exemption does not extend to personnel phone calls.
- C. Whenever practical, Officers using Cell phones for official business will pull over or find a stationary location to complete the call.

By order of:

Chad Kenward  
Chief of Police