2-10   USE OF EMERGENCY COMMUNICATIONS

Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):

A. Related SOP(s)

2-100 Emergency Communications Center (ECC) Division (Formerly 2-01 and 9-1)

B. Form(s)

PD 4347 Albuquerque Police Communications National Crime Information Center Interstate Identification Index Request (Triple I)

C. Other Resource(s)

None

D. Rescinded Special Order(s)

SO 22-03   Amendment to SOP 2-10 Use of Emergency Communications; Use of Radio Encryption

2-10-1   Purpose

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

2-10-2   Policy

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

N/A   ### 2-10-3   Definitions

A. All Ops Dispatch Group

A Talk Group that is used by ECC dispatchers to broadcast Priority 1 call for service information on all channels simultaneously. To ensure that Priority 1 calls are dispatched and responded to in an expeditious manner, the 800 MHz radio system has the capability of simulcasting on all Talk Groups. This feature can be useful in

disseminating vital information and Priority 1 calls to all Department personnel efficiently. When the All Ops Dispatch Group is used, it signifies to all Department personnel that the Talk Group has been restricted to only those personnel working the event/emergency.

B. Call Sign

Numbers or a combination of numbers and letters that identify Department personnel assigned to a sector, beat, or unit, or by assignment, which need to be readily identified during radio contact.

C. Interstate Identification Index (Triple I Requests)

Requests that are used to gather information on a person's previous arrest record and can only be requested by Department sworn personnel.

D. National Crime Information Center (NCIC)

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

E. Priority 1

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

F. Talk Group

Dedicated frequency or control channel for the assigned area command. Each area command is assigned one primary dispatch Talk Group.

7 **2-10-4**   **General Procedures**

A. Use of Mobile Dispatch Terminal (MDT)

1. Department personnel shall:

   a. When operating City-owned police vehicles equipped with an MDT, use the MDT for all non-emergency communication activities including, but not limited to:
      i.   All non-emergency status changes;

      ii. Self-initiated out-of-service activities;

      iii. Routine car-to-car communications;

      iv. NCIC and MVD inquiries;

      v. When sworn personnel log themselves as back-up and en route after the initial officer has been voice dispatched;

      vi. When clearing calls with lengthy remarks;

      vii. Community policing events; and

      viii. When Department personnel engage in a community policing function at a community-policing event, they shall log out 10-75-1.

          1. When logged out (75-1), the officer is still be available for dispatch to high priority calls.

  b. Remain in their area commands and available for calls until the end of their shift, unless authorized by their direct supervisor; and

  c. Log on to their MDT's in an out code status (10-75) before leaving their residence in a City-owned vehicle. Those without an MDT should do so by radio. Department personnel shall not log off until the end of their duty assignment.

2. Department personnel shall:

  a. Be responsible for logging themselves on by using their MDT at the start of their shift and logging off at the end of their shift;

      i. ECC Dispatchers shall not log Department personnel on or off, unless the officer has no MDT or their MDT is out of service.

  b. Log themselves out on meal breaks when cleared and log back in service when their break is complete; and

  c. While on or off-duty and en route to a court appearance, log on with a court-out status (10-92) and identify the specific court in attendance.

      i. If off-duty, Department personnel shall clear from court, and log-off their MDT.

3. Supervisors may override ECC Dispatchers as to whom they dispatch on calls for service but only on a case-by-case basis.

4. Supervisors shall make themselves aware of calls for service that are holding before changing any dispatch orders.

5. Acting supervisors of all ranks shall log on with the "A" designation after their call sign to clearly identify themselves as an acting supervisor.

B. Use of City-Issued Radio Equipment

1. When using City-issued radio equipment, Department personnel shall:

  a. Use Ten-Codes when transmitting over Talk Groups;

b. Make references to time in military time (24-hour);
c. Use language that is short and relevant;
   i. When feasible, Department personnel shall give lengthy messages to ECC personnel by telephone, or MDT;
d. Be professional when using voice transmission and when using their MDT;
e. Refrain from jokes, profanities, or voice inflections that reflect or indicate irritation, disrespect, or sarcasm.
f. Refrain from acknowledging transmissions unless they are understood; and
g. When off-duty and need to transmit over a Talk Group, state their call sign followed by "X-ray" on the Talk Group.
   i. This will alert other Department personnel that they are off-duty.

2. Ten-Codes

a. All Department personnel shall use the Department-approved Ten-Codes when transmitting over any Talk Group, unless extenuating circumstances necessitate plain language.
b. When the Department creates a new Ten-Code or revises an existing Ten-Code, ECC management personnel shall publish a Special Order with an updated list of Ten-codes.

3. Phonetic Alphabet

a. Department personnel shall use the following phonetic alphabet for spelling out unusual names, persons, and locations, or when radio reception is poor.

A – Adam
B – Boy
C – Charles
D – David
E – Edward
F – Frank
G – George
H – Henry
I – Ida
J – John
K – King
L – Lincoln
M – Mary
N – Nora
O – Ocean
P – Paul
Q – Queen
R – Robert
S – Sam

T – Tom
U – Union
V – Victor
W – William
X – X-ray
Y – Young
Z – Zebra

4. Talk Groups

   a. On-duty Department personnel shall remain on their assigned Talk Group unless they are actively using one of the non-dispatch Talk Groups.
      i. Department personnel shall notify the ECC Dispatcher, when switching to a non-dispatch Talk Group.
   b. Department personnel shall seek prior coordination with an ECC supervisor when there is a need to use a Talk Group for a tact plan or special event.
   c. Critical Incidents
      i. Upon notifying the ECC supervisor, a Field Service Bureau (FSB) supervisor may have an area command switch to a different area command Talk Group to manage a critical incident to include, but not limited to:
         1. Area searches;
         2. Active homicide scenes;
         3. Setting up a perimeter;
         4. Bait car activations; or
         5. Automated license plate reader (ALPR) activations.
   d. The need for Department personnel to switch to a different area command's Talk Group shall be reviewed on an hourly basis by incident commander.
   e. Once the need for a different Talk Group has dissipated, area command personnel shall resume using the area command's Talk Group.

5. All Ops Dispatch Group Transmissions (Simulcasting)

N/A

   a. The intent of an All Ops Dispatch Group transmission is to notify Department personnel using a City-issued radio of emergency radio traffic.
   b. If other Talk Groups are restricted for emergency traffic, ECC personnel shall not use the All Ops Dispatch Group transmission.
   c. Department personnel who are not involved in the event shall cease transmitting when an All Ops Dispatch Group or 10-3 is broadcasted.
   d. ECC personnel shall:
      i. Use the All Ops Dispatch Group used for Priority 1 calls for service.
      ii. Upon receiving a Priority 1 call, use the All Ops Dispatch Group and advise that this is an "All Ops" (area command) call for service;
      iii. Use the All Ops Dispatch Group to designate a specific Talk Group as restricted for a specified situation(s);
      iv. Give out the call type for the call for service and the location; and

      v. Switch back to their respective Dispatch Group.
- e. Responding Sworn personnel shall:
  - i. Advise their respective Dispatcher that they are responding to an "All Ops" Priority 1 call for service outside of their area command;
  - ii. Switch to the All Ops Dispatch Group where the incident is occurring and advise the Dispatcher that they are responding to the call for service; and
  - iii. Remain on this Dispatch Group until the completion of the call for service.
- f. Sworn personnel shall not use the All Ops Dispatch Group if one of the dispatch groups has been secured for an operation such as a Special Weapons and Tactics (SWAT) activation.

C. Dispatches Considered Official Orders

1. Department personnel shall consider all dispatches by ECC personnel as official orders subject to review by the affected supervisor after the call for service has been responded to and handled.

   a. Affected supervisors may countermand a dispatch for justifiable cause.

2. When Department personnel are dispatched to a call for service, the primary officer shall be responsible for ensuring that the calling party is contacted before the call is cleared, and they return to service.

   a. Department personnel are not required to contact the calling party for calls for service that indicate "negative contact" or calls for service where the calling party's identity is not given.

D. National Crime Information Center (NCIC) Inquiries

1. The ECC supervisor shall assign trained NCIC Telecommunications Operators to handle NCIC administration functions.

2. Department personnel shall use the NCIC Talk Group as a dedicated channel only for transmissions concerning checks on persons, property, and vehicles.

3. When an NCIC hit is obtained on an entry, The ECC NCIC Operator shall advise Department personnel of the possible hit, and all pertinent descriptors needed for verification.

   a. The ECC NCIC Operator shall advise Department personnel of any additional information affecting the officer's safety while also safeguarding the transmission.

4. The NCIC Operator may give civilian NCIC certified personnel from outside agencies full NCIC information.

a. The NCIC Operator shall validate the requester utilizing the appropriate CAD file before they provide the information.

b. All messages handled on the system shall be of an official police nature.

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5. Misuse of NCIC Information

a. Department personnel shall not misuse information obtained from the NCIC systems. Doing so may result in the termination of NCIC privileges for the Department.

b. Department personnel may face potential criminal charges for the misuse of NCIC information.

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c. Department personnel shall recognize that NCIC information is considered law enforcement sensitive information; therefore, they shall not disseminate NCIC information to unauthorized individuals.

E. Interstate Identification Index (Triple I Requests)

a. ECC personnel may fax or email the Triple I Request form to the requesting officer, with the appropriate information to be included on the form.

b. Authorized Department personnel may fax their completed and signed form to NCIC.

c. *The Completed Triple I will be faxed to the requestor or can be picked up in person by the original requester.*

F. Authorized Out-of-Service Activities

While performing Chief's Overtime (COT) duties, sworn personnel shall log on to the system with Code 10-62-1 and specify their location and duration of the assignment.

7 **2-10-5**   **General Procedures for ECC Personnel**

A. Emergency Communications Center Facility

1. The ECC is a restricted area.

a. The ECC supervisor shall provide access to the ECC only to authorized persons.

b. Department personnel requesting audio recordings, Computer-Aided Dispatch (CAD) printouts, and/or readouts shall be supplied such information by authorized personnel upon approval by the appropriate supervisor. An ECC supervisor may direct requesters to their substation for a CAD printout.

B. Assignment of Call Signs

1. ECC personnel shall assign call signs to Department personnel.

2. Supervisory personnel shall be responsible for notifying ECC, in writing, of any deletions and/or additions of subordinate sworn personnel within their particular command. This ensures sworn personnel are assigned a call sign at all times.

3. Department personnel who have been assigned a call sign shall be called by, and answer to, their assigned call sign.

C. Department Phone Numbers

1. When requested, ECC personnel shall give Department personnel's follow-up contact information to community members. This contact information shall include Department personnel's assigned substation's telephone number, duty hours, and days off.

2. The number, 505-242-COPS (505-242-2677), shall not be given as a contact number for Department personnel.

3. Department personnel shall not give restricted ECC telephone numbers to community members.

7 | **2-10-6   Other Agencies and Jurisdictions**

A. Communication with Other Public Safety Agencies

1. For Department personnel to communicate with other area public safety agencies using the Department's 800 MHz radio system, the following procedures shall be followed:

a. Sworn personnel who need to communicate with the Bernalillo County Sheriff's Office (BCSO) shall use the BCSO talk groups, which are programmed in all Department-issued radios;
b. The New Mexico State Law Enforcement network talk group is also programmed in all Department radios as Event 1; and
c. Sworn personnel who communicate with outside agencies who use an 800 MHz radio system shall use the ITAC/ITACTA call groups. These are nationwide 800 MHz public safety frequencies.

B. Requests by Other Agencies/Cross Dispatches

1. Requests for assistance from Department personnel from other agencies shall be handled as follows:

a. Life-threatening emergencies shall be handled immediately; and

b. Non-emergency service requests shall only be handled if approved by either the ECC shift supervisor or the FSB supervisor in the affected area command.

2. ECC Dispatchers shall dispatch sworn personnel within their assigned area command except for call for service received from the following locations :

   a. Hospital emergency rooms; and
   b. The Family Advocacy Center (FAC).

3. When feasible, the ECC Dispatcher shall dispatch the officer whose beat the reported incident occurred in.

4. Sworn personnel who are approached by community members to investigate crimes that occurred in another beats/areas shall not advise the community member to return to the location where the crime occurred, but shall handle the call for service at that time.

C. Other Jurisdictions

1. ECC personnel shall not dispatch sworn personnel to the following locations/incidents without the permission of the appropriate on-duty supervisor unless life-threatening emergencies exist:

   a. The University of New Mexico properties;
   b. The New Mexico State Fairgrounds;
   c. Kirtland Air Force Base;
   d. Raymond G. Murphy Department of Veteran's Affairs Medical Center; and
   e. Locations outside the City limits.
      i. Officers will not be dispatched outside of Bernalillo County except for calls for service at Presbyterian Rust Medical Center.

2. The ECC Dispatcher shall immediately dispatch sworn personnel on those instances where a life-threatening emergencies is believed to exist as soon as feasible and then provide a follow-up notification to the appropriate on-duty area supervisor.