

Burleson Police Department

Administrative Policy and Procedures

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ISSUING AUTHORITY: _____

The Communications Section is an essential link between citizens requesting city services and the responding field personnel. It assists in officer safety by providing 24-hour radio communications between officers, the communications center and other units in the field. [81.2.2] Federal Communications Commission rules and laws govern use of the radio system. Citizens needing emergency service response may contact the department toll free 24 hours a day via 9-1-1. [81.2.1] The communications operators will promptly relay misdirected calls to the appropriate jurisdictional agency.

I. Communications Section Operations

- A. The radio operation of all users will follow FCC procedures and requirements. Field supervisors are responsible for monitoring radio traffic and ensuring appropriate discipline.
1. The radio system is to be used for transmitting official business only.
 2. Communications involving the safety of life or property shall be afforded priority over all other transmissions.
 3. All users of the assigned frequency shall take care to not interfere with other users.
 4. False calls, fraudulent distress signals, unnecessary or unidentified communications, obscene, indecent or profane language as well as the transmission of unauthorized call letters are specifically prohibited.
 5. Transmissions shall be brief and impersonal. Words or voice inflection that reflects irritation, disgust, sarcasm or jokes are prohibited.
 6. The station shall not continuously radiate a signal without modulation (e.g. Open radio mic)
- B. The Communications Section is equipped with three Zetron base station console radio systems with multiple channel 2-way capabilities consisting of, but limited to:
1. Burleson City Police
 - a. Police back up
 2. Burleson City Wide

3. Texas Law (multijurisdictional, bi-county)
4. Burleson City Fire
 - a. Fire back up
5. Johnson County Fire (includes multiple fire agencies within the county)
6. Johnson Country Sheriffs Office (includes agencies within the county)

C. The Communications Section will be operational 24 hours a day, seven days a week, and provide toll-free telephone access for emergency calls for service. The Communications Section shall be responsible for, but not limited to:

1. Maintaining a fully operational 24-hour radio system, including after hours City ACO, Utility and Street Crews.
2. Answer all emergency and non-emergency requests for Police and Fire services via enhanced 9-1-1, telephone, teletype, TDD and walk-ins, and dispatching uniform services when necessary.
3. Entering and retrieving information from regional, state and national teletype communications systems. [81.2.9]
4. Entry and documentation of all call for service requests and officer status changes into a Computer Aided Dispatch (CAD) system.
5. Call out of SWAT and Crisis Response teams.

II. Communications Operator's Responsibilities

A. At the time of receipt, Communications Operators shall, at a minimum, request from the complainant the location of the incident, type of incident, time and date of occurrence, a brief description of the incident and, if possible, the name, address and phone number of the complainant. The Communications Officer will enter this information into CAD and record the ID of the primary and backup officers assigned to the call. At the appropriate time the communications officer will clear the call under the proper disposition code.

1. Upon receiving a request for service, the Communications Operator shall assign the next call for service (CFS) number in the CAD system to that incident. Each time a new incident/request is added; CAD automatically generates the next sequential number and upon entry, assigns that number to the incident creating this permanent CFS number. CAD also automatically generates and permanently records: [81.2.3a]
 - a. Date and time of entry. [81.2.3b]
 - b. Time of dispatch. [81.2.3g]
 - c. Time en route.
 - d. Time on scene. [81.2.3h]
 - e. Time cleared. [81.2.3i]

- B. The Communications Operator will input the following information into the appropriate fields:
1. Name of complainant. [81.2.3c]
 2. Address and phone number of complainant. [81.2.3c]
 3. Type of incident reported. [81.2.3d]
 4. Location of incident reported. [81.2.3e]
 5. Disposition or status of reported incident. [81.2.3j]
 6. Brief description of incident. [81.2.3d]
 7. Source of Call.
 8. Assignment of Officer to primary and backup (if needed). [81.2.3f]
- C. When an incident calls for a fire department response, the call information will be gathered and documented into CAD using the same method as described in II, A-B. CAD automatically generates and assigns a separate series of sequential CFS numbers for both police and fire incidents.
- D. Upon entry and update of information by the Communications Operator, the CAD system will automatically update the unit's status. CAD will show an officer's status as Available, Busy-Available, Dispatched, En Route, On Scene, Busy-Unavailable, or out of service. This is the same for both police and fire units. Reports can be printed that denote time usage and statistics that can be used for planning purposes. The system allows for increased officer safety by constantly monitoring a unit's status. CAD stores the records of all vehicles and persons entered into the system. [81.2.4b]
- E. The Communications Operator shall maintain and coordinate telephone or radio contact with all surrounding agencies when situations require interaction between this and other agencies. [81.2.4d]
- F. The Communications Operator is also responsible for assisting and directing all lobby walk-ins after normal business hours.
- III. Patrol responsibilities
- A. Each uniformed patrol officer is issued a handheld portable radio that will be carried during each tour of duty. Radios are equipped with emergency alarms. In addition, each police vehicle shall have radio communications in the form of a mobile police radio. Vehicles are also equipped with GPS for officer safety. [81.2.4g] Each officer shall, upon reporting in-service in their patrol vehicle, conduct a function check of the mobile radio to include activation and verbal check with the Communications Operator. All officers shall be assigned an identification number to be used by both the officer and the Communications Operators during the course of radio transmission. [81.2.4a]

1. The Communications Operator will use the identification number when contacting the officer. Example: “301” the officer shall respond with “301” [81.2.4b]
 2. In the event the officer is on a call or traffic stop and the Communication Operator has not heard from the officer within seven minutes the operator shall make contact with that officer in the following manner by using the officer’s **Patrol Unit Number**. Example: “Unit 454, welfare check”, to which the officer shall respond with their identification number, “301, 10-4”. In the event the officer is confronted with a hostage situation involving that officer they shall respond in the following manner: Example: “Unit 454 welfare check”, Officer’s response, “**Officer 400H (Henry)**”. This will indicate the officer responding “400H (Henry)” has been taken as a hostage.
 3. In other situations, if an officer needs assistance they will activate the emergency alarm in their portable radio. All units are equipped with GPS for assistance to locate an officer in need of assistance. [81.2.4g]
- B. A sufficient number of officers (as deemed necessary by the Communications Operator) shall make the initial response to any situation. The on-duty shift supervisor may, at their discretion, increase or decrease the number of officers dispatched. Officers initiating their own calls shall use their discretion for back-up unit(s). [81.2.4e]
1. For all non-violent, not in-progress calls, one officer shall be sufficient, unless otherwise requested by the responding officer.
 2. Two or more officers shall respond to calls when there is/are:
 - a. A potential for assault or resistance,
 - b. An incident where an arrest is made,
 - c. A crime in progress,
 - d. Burglar and robbery alarms, or
 - e. Any incident which would require more than one officer for control or containment (e.g. Major accident in roadway, riot, hostage or barricaded roadway, riot, hostage or barricaded person mentally ill persons, etc).
 3. Once on the scene, an officer may call for as many additional officers as they feel necessary to handle the situation.
- C. Patrol supervisors are required to respond to the scene of all major incidents at which their authority will be needed at the scene, to include: [81.2.4f]
1. Murder,
 2. Suicide,
 3. Robbery,
 4. Rape,
 5. Officer-involved shooting,

6. Fatality accident,
7. Violent domestic disturbance,
8. Bomb threat,
9. Hostage/barricade situation,
10. Fleet or Officer involved accident,
11. Unattended death,
12. Any other incident in which the supervisor feels their presence will be required.

IV. Acceptance and Delivery of Emergency Messages [\[81.2.11\]](#)

- A. Emergency messages will be accepted and delivered by the Burleson Police Department in all requests involving a ‘bona-fide’ emergency. A ‘bona-fide’ emergency is defined as – a sudden, generally unexpected occurrence demanding immediate action.
1. Death messages – When possible, will be delivered in person by a sworn officer accompanied by a victim’s assistance representative or a chaplain, neighbor, friend of the family, clergyman or at the very least, another officer.
 2. Injury to next of kin requiring hospitalization – when possible, a uniformed officer will deliver this type of message in person.
 3. Notification of illness – May be accomplished by telephone call from any member of the department.

V. Alarm Response [\[81.2.13\]](#)

- A. City Ordinance requires each alarmed facility within the city limits to have a valid alarm permit. Officers shall respond to all reports of alarms that have a valid alarm permit on file. Three false alarm responses within a calendar year are permitted. After the third false alarm response, each subsequent response for a false alarm will be billed in accordance with the City of Burleson Code of Ordinances. If the alarm dispatch request is cancelled by the monitoring agency prior to the officer reaching the alarmed site, the call will not be considered a false alarm and will not be billed.
1. Burglar Alarm: An alarm reported to the police department as originating from a business, after hours, or a residence, at any time, shall be designated as a burglar alarm. Burglar alarms should be dispatched as a two-officer, code 2 call unless circumstances dictate otherwise. When a burglar alarm is received from an alarm monitoring facility the following information will be obtained:
 - a. Address of the alarmed premise.
 - b. Name of the homeowner or business.
 - c. Telephone number to the premise.
 - d. Name of the company reporting.
 - e. Name or number of the representative reporting the alarm.

- f. The callback number for the company.
 - g. Type of alarm – audible or silent.
 - h. Location of intrusion; window, front door, back door or motion detector.
 - i. Any special instructions; authority to clear if secure, responder info, vicious dog, etc.
2. Robbery Alarm:
- a. An alarm reported to the police department during normal hours of occupancy for a business within the city limits shall be designated as a robbery alarm if specified as a hold up or panic alarm. Robbery alarms will be dispatched as a two-officer code 3 call unless circumstances dictate sending additional units. When a robbery alarm is received from an alarm monitoring facility the following information will be obtained:
 1. Address of the alarmed premise.
 2. Name of the business.
 3. Telephone number to the premise.
 4. Name of the company reporting.
 5. Name or number of the representative reporting the alarm.
 6. The callback number for the company.
 7. Type of alarm: audible or silent
 8. Origin of the alarm; keypad, counter switch, back room, etc.
 9. Any special instructions.
 - b. When advised by officers on scene to make contact with the business, the Communications Operator will attempt to make telephone contact with someone inside the facility. Upon contact, preferably with a manager, the Communications Officer will attempt to ascertain if the person actually works at the facility and if the alarm is actual or false.

If the alarm is false, a clothing description of the person on the phone should be obtained and directions given to step out and make contact with the officer.

If the alarm is determined not to be false, the Communications Operator shall notify the officers immediately. The Communications Operator should advise the person on the phone, if possible, to maintain an open line even if they have to leave the telephone. If circumstances permit, the Communications Operator should attempt to garner all possible information about the suspect(s) description, location, weapons, etc and relay this information to the units on scene.

VI. Emergency Power

- A. A loss of power within the communications center will trigger an automatic response from the emergency generator. No interruption of power should occur. The Communications Operator shall notify the on-duty supervisor that the communications center is operating on back-up power. [81.3.1c /81.3.2]
- B. The “Emergency Operations Center: (EOC) will only be activated when electrical power to the radio tower is lost or if the communications center is not operable. The EOC will be tested monthly and the date and time of the test shall be documented on the log. Any equipment failure will be noted.
- C. All computer systems within the Communications Center are supplied with an Uninterrupted Power Supply System (UPS).

VII. Routing of Misdirected Emergency Calls [81.2.12]

- A. When an incoming call for emergency assistance is misdirected or misrouted to this agency and determined to be in the legal jurisdiction of another agency, the Communications Operator shall attempt to transfer the call to the proper jurisdiction. The Communications Operator should gather at a minimum, the call back information of the complainant and a brief description of the incident before attempting to transfer the call. In the event a transfer is unsuccessful or not possible, the Communications Operator shall gather all pertinent information and relay this information to the proper service agency whether it is police, fire or medical.

VIII. Communications Operator Procedures for Gathering Information [81.2.6a]

- A. During the process of receiving requests for service, the Communications Operator will obtain all relevant information regarding the request and insure that this information is relayed to the appropriate field unit(s) that will handle the request.
A citizen request for service should be assigned to field units for a mobile response only after the Communications Operator has thoroughly screened the call for all relevant information. It shall first be determined if the call is emergency or non-emergency in nature. Once the nature of the call has been determined, the Communications Operator will designate patrol response according to the procedure set forth in the Functions of Patrol chapter of the Police Department policies. To aid the Communications Operator in this activity, CAD generates a recommended response code that may be adjusted according to circumstances.
It is understood that conditions sometime exist in which a Communications operator may not have time to solicit all of the

information necessary. In the event that this occurs, the Communications Operator will document the reason(s) for the inability to obtain certain required information in CAD.

- B. In every case of a call for assistance, the Communications operator will advise the victim/witness as to the response taken (e.g., “officers are en route”) [81.2.6b]

IX. External Services [42.2.4]

- A. It is the policy of this agency to provide necessary external services to the community when needed. Following are some of the services the Communications Operator will make contact with:

1. Fire Department
After the Communications Operator has received all information on the call, they will dispatch the fire department by the prescribed procedures applicable at the time.
2. Air or Ground Ambulance
After the Communications Operator has received all information on the call, they will notify the ambulance service dispatcher by the prescribed procedures applicable at the time. Communications Operator’s will not give pre-arrival instructions for emergency medical calls. The call will be transferred to the local emergency medical provider. Air ambulance is also available upon request of fire or medical personnel.
3. Wrecker Service
The police department has a rotation wrecker list. When a wrecker is requested, without preference by the requester, a wrecker on the current rotation list will be summoned.
When requested by an accident victim, at the scene of an accident, a wrecker service that is not on the rotation list may be summoned as long as the on-scene officer in charge has no objection based on existing traffic conditions and /or hazards.
Agency personnel will not recommend specific wrecker services to anyone.
4. Public Works
When the public works department is needed, the Communications Operator will notify the appropriate department or on-call personnel. All telephone numbers needed to carry out this function are maintained in the dispatch center.
5. Referral Agencies [81.2.7/55.2.1]
The Communications Operator has access to many resource organizations whose services are available to citizens. The following list is an example and is not meant to be all-inclusive:
 - a. United Way, Ft. Worth
 - b. Salvation Army, Fort Worth

- c. Women's Services, Johnson County
 - d. Harvest House, Burleson
 - e. Women's Haven, Tarrant County
6. Utility Companies
The Communications Operator is able to contact utility companies by telephone. The numbers are kept in the dispatch center.
 7. Explosive Ordinance Disposal
If an explosive device is found, it shall be the responsibility of the Burleson Fire Department to contact the Fort Worth Fire Department Bomb Disposal unit requesting their assistance in the removal of the device.
 8. Hazardous Material
When a hazardous material team is needed and requested by the Fire Department, the Communications Operator may contact the Fort Worth Fire Department Hazardous Material Team or any agency requested by the on-scene incident commander.
 9. Police Air Support
When the Incident Commander or their designee requests helicopter air support services, the Communications Operator will call Fort Worth PD and request assistance.
- B. The Communications Operator will have access to up to date personnel information at all times. This will include at a minimum:
 1. Employee's addresses
 2. Employee's home telephone numbers
 3. Employee's emergency contact telephone numbers
 4. Patrol schedule, daily duty roster and the on-duty supervisor
 5. Criminal Investigations on-call schedule
 6. SWAT and CNT call out numbers
 - C. The communications center is equipped with the most current maps of the city limits and fire jurisdictions to include most areas immediately adjacent to those areas.
- X. Recording of Information Received Thru the Communications Operator
 - A. The Communications Center is equipped with a "Voiceprint" logging recorder system capable of recording 24-hours a day. It records all radio and telephone conversations in the communications center for multiple channels. The device has the capability to play back telephone and radio conversations without disrupting the recording function. [81.2.8]
 - B. The Communications Supervisor is responsible for the monitoring of the call-recording unit.

- C. In the event a particular incident needs to be permanently retained (as evidence, for example), the requesting employee should make the request in writing to the Communications Supervisor.
 - D. In the event an incident needs to be reviewed by police personnel, for investigative or training purposes, they should request the tape, in writing and forward to the Communications Supervisor who will download the requested time frame onto a disc. [81.3.4c]
 - E. All transmissions are stored on a separate server in the computer room for a minimum of 30 days. [81.2.8a]. Security passwords are required for access. [81.2.8b]
 - F. The emergency phone lines and police and fire radio systems are available for instant playback within the communications center. [81.3.1a]
- XI. Communications Room Security [81.3.1]
- A. The communications center shall limit access to authorized personnel. Personnel authorized to enter the communications center are: [81.3.1a]
 - 1. Communications operators on duty.
 - 2. Personnel on duty with official business.
 - 3. Command officers and patrol supervisors.
 - 4. Authorized personnel shall conduct their business as quickly as possible and subsequently vacate the dispatch area.
 - B. The communications center is located within a secure area of the facility. All exterior doors to the Police Department are locked and monitored by Closed Circuit television cameras that are recorded 24 hours a day. The hallway door to the communications center is equipped with a lock to use if needed for further security of the facility. All back-up equipment not located inside the facility is under video surveillance and is inaccessible to the general public. [81.3.1b, c, d]