

## GLENDALE POLICE DEPARTMENT

**POLICY:** 327

**DATE:** July 9, 2019

**SUBJECT:** Communications

### **I. Introduction**

The Bayside Police Communications Center serves the communities of Bayside, Brown Deer, Glendale, Fox Point, River Hills, Shorewood, and Whitefish Bay. The Center provides 24-hour service for receiving emergency and non-emergency calls, dispatching, and continuous radio communication with member police agencies and the North Shore Fire Department. The Center is under the control of the Village of Bayside. The Center's radio operations are conducted in accordance with FCC procedures and requirements.

### **II. Bayside Police Communications Center (BPCC)**

- A. BPCC (Dispatch) is located at the Bayside Police Department at 9075 N. Regent Road, Bayside, telephone 351-9100, Fax 351-8810. Dispatch is a secured environment and access is limited to authorized personnel.
- B. A Communications Director is currently in charge of the day-to-day operations of the Communications Center. All complaints or concerns regarding the Center should be forwarded to the Communications Director. In the absence of the Communications Director, the Bayside Chief of Police will address any complaints or concerns regarding the operation of the Center.
- C. The Communications Director is responsible for ensuring that security measures are in place for the dispatch center, including equipment protection, back-up resources and alternate power source.
- D. In the event that the Bayside Police Communications Center becomes inoperable, the backup dispatch site is Oak Creek Dispatch.

### **III. Squad Assignments**

- A. At the beginning of each shift the shift commander will fill out a CAD log of the squad assignments, which will include the officer in charge,

roster and assignments of all on-duty personnel, along with the portable radio number, squad, and any other additional information for each officer. If the CAD system is down, this information should be faxed to Dispatch at 351-8810.

B. Each portable radio and squad has its own unique unit identifier assigned to it. During radio transmissions a unit identifier number is displayed at the dispatch center, therefore, the shift commander must indicate on the assignment sheet the portable radio number and vehicle number each person is using. It will be the responsibility of the individual officer to notify dispatch if there is a change of vehicle or portable radio during the shift.

C. Calls for service and other assignments will be dispatched based upon CAD recommendations. Dispatch will start assigning calls to the shifts at the following times:

Day Shift	7:45 AM
Early Shift	3:45 PM
Late Shift	11:45 PM

D. If all patrol squads are out of service the calls will be given to the shift commander. The shift commander will:

1. Handle the call; or,
2. Advise the dispatcher to hold the call for the next available patrol squad; or;
3. Call for mutual aid.

#### **IV. Radio Procedures**

A. The seven North Shore Police Departments and the North Shore Fire Department are on the Milwaukee County 800 MHz radio system. The primary dispatch talk group for the north police agencies (Bayside, Brown Deer, Fox Point and River Hills) will be North Dispatch. Traffic related inquiries shall be run on North Traffic. The remaining south police agencies (Glendale, Shorewood and Whitefish Bay) primary talk group will be South Dispatch. Traffic related inquiries will be run on South Traffic. If for any reason any of these talk groups are unavailable, the Telecommunications Center will designate another available talk group. There are several talk groups available to all the North Shore Police Departments to share in the event multiple jurisdictions need to communicate in an emergency. The North Shore Fire Department has four available channels they utilize for their operations.

- B. Milwaukee County Sheriff's system wide hailing frequency OALAWCAL (A15) is a talk group monitored by the Sheriff's Department and other police agencies on the system and will be generally restricted to emergencies or direct communications with Milwaukee Sheriff's dispatch. Milwaukee County Sheriff's system wide chase frequency OACHASE (A16) is authorized for use during vehicle pursuits or other dynamic emergency incidents in which there is likelihood that the incident will cross jurisdictional boundaries. County Wide mutual aid talk groups 1-4 are available for use when mutual aid squads from other jurisdictions are involved in an incident. The incident commander of an incident and/or the Bayside Police Communications Center shall notify the Milwaukee County Sheriff's Department Dispatch to request a county wide talk group.
- C. Squad numbers shall be used to identify officers during radio transmissions; the Center will be identified by using "dispatch". Officers are to use agency name and squad number on radio transmissions and should also use the talk group identifier for transmissions on non-primary channels (i.e. Glendale 700 to Dispatch on South Traffic).
- D. When referring to various talk groups over the radio personnel will use the name of the talk group (i.e. South Dispatch, South Traffic, etc.)
- E. Calls for service, enforcement activities, and other vital information are to be communicated by radio. Officers will keep Dispatch advised of their current status at all times and notify the dispatcher when they arrive at calls and when they are back in service. Officers must also advise the dispatcher of any relevant information and the disposition for all assignments.
- F. Assignments and radio transmissions are to be done using plain text; commonly used 10 codes are acceptable.

**V. Dispatch Responsibilities**

- A. Dispatch will obtain and generate a CAD record of relevant information for calls for service and self-initiated activity, to include:
  - 1. Case number.
  - 2. Date and time incident reported.
  - 3. Name, address and phone number of complainant, whenever possible.
  - 4. Incident type and location.
  - 5. Officers assigned, primary and backup.



6. Time of dispatch, officer arrival, and time completed.
7. Disposition.

- B. Calls for service and other assignments will be dispatched based upon CAD recommendations. Dispatchers will record when an officer is on an assignment, out of service or available and are responsible for ensuring that an officer's current status is reflected in CAD. A supervisor will be dispatched to an incident upon request of on-scene personnel and is to be notified of pending calls when no squads are available.
- C. Dispatch will query local, state and federal criminal justice information systems upon officer request.
- D. Dispatchers are responsible for monitoring radio traffic and advising squads of major crimes, incidents or other information that occur in other jurisdictions, which may be relevant to, or impact, police operations. Officers should scan to assure they get this information.
- E. The Dispatch center maintains service area maps, procedures and telephone numbers for procuring emergency and necessary external services. Dispatchers are responsible for referencing these materials as necessary or upon officer request.
- F. Circumstances requiring the notification of key personnel (such as Fan Outs), emergency notifications or the need to contact off-duty personnel, contact will be made by GPD desk personnel.

## **VI. Telephone Calls**

- A. Emergency 911 calls are received at the Dispatch Center. The enhanced 911 System will allow the dispatcher to see the address from where the call is originating. For hang up calls and calls where there is no response the dispatcher will attempt to call back the number. If no response is received a squad will be sent to investigate. If it is determined that an emergency does not exist the officer will inform the caller the 911 lines are to be used for emergencies. Dispatchers will promptly route misdirected emergency calls to the appropriate agency following Center procedures.
- B. All administrative phone calls for the police department will be handled at the Glendale Police Department. The 228-1753 and 228-1754 lines have call transfer capabilities and are programmed for call transfer to the Dispatch Center.

- C. If desk personnel receive a routine call for service they are to transfer the call to Dispatch. If an emergency call is received they are to transfer the call and may also alert squads and the dispatch center via radio.

## **VII. Recorded Phone Calls and Radio Transmissions**

- A. Dispatch has the ability to record all incoming phone calls and radio transmissions along with immediate playback capabilities.
- B. Recordings are maintained in a secure location at dispatch for a minimum of 90 days. If a recording is needed for evidence or investigation purposes a written request must be submitted to the Dispatch Center director. The Director will make the recording available on the appropriate medium.
- C. The following information must be contained in the request:
  - 1. Date
  - 2. Approximate time of call
  - 3. Type of call (i.e. radio or phone)
  - 4. If radio, the frequency the call was on

## **IX. Warrant Confirmation**

- A. When Dispatch receives a warrant confirmation the dispatcher will notify the officer and forward the information to desk personnel. Desk personnel will be responsible for any follow-up notifications. Desk personnel are responsible for completing TIME System data entry files and cancellations.
- B. Dispatch will use the code 10-99 when relaying wanted information to officers and code 10-61 when advising officers that sensitive information is available. When a dispatcher receives a CIB or NCIC hit, or has sensitive information, the dispatcher will advise the officer, using the appropriate code, and wait for the officer to request the information before reading it over the air.

By Order of:

Mark Ferguson - Chief of Police

Replaces: Policy 327 dated April 19, 2016

Review Date: June 30, 2022

Attachment: Glendale PD 800 MHz Radio Channel Assignments