



TYLER POLICE DEPARTMENT

GENERAL ORDER: 23.300

	COMMUNICATIONS	
	EFFECTIVE DATE: 05-23-1994	
	REVISED DATE: 04-22-2019	
CALEA STANDARDS: 41.2.1; 41.3.7; 46.1.2; 55.2.1; 74.1.1; 74.1.3; 81.1.2; 81.2.1 – 81.2.7; 81.2.10; 81.2.12; 81.3.1; 81.3.2		

23.301 COMMUNICATIONS COMPONENT

- A. The Communications Unit is dedicated to the support of the overall daily operations, the safety of departmental personnel, and the citizens of Tyler.

23.302 COMMUNICATIONS FUNCTION

- A. The Communications Unit is to be staffed with non-sworn personnel and will consist of:
1. Communications Unit Administrator / Manager;
 2. Shift Supervisors;
 3. Telecommunicators I (Call Takers); and
 4. Telecommunicators II (Dispatchers)
- B. The Communications Unit provides an accessible link between the public, the Police and Fire Departments, and other emergency referral agencies. The Unit is non-investigative in nature with a basic function of receiving, screening, dispatching, and/or transferring calls for service or assistance. The Unit shall utilize all available systems to satisfy the immediate needs of the Departments during all routine and/or emergency situation.
1. Communications Unit personnel will utilize the Department's computer system, Computer Aided Dispatch (CAD) software, and other available resources to dispatch calls for service.
 2. Communications Unit personnel shall be knowledgeable in the operational functions of the Police and Fire radios, telephones, computers, teletype, warning systems, and the Department's computer system. Communications Unit personnel shall utilize the system to retrieve data from the in-house computer

system, law enforcement and public service agencies, and accessible information storage facilities.

3. Communications Unit personnel shall also have a working knowledge of all major streets and intersections in Tyler.
- B. When there is no Communications Unit Supervisor on duty or the Supervisor is unavailable while on duty, a senior Telecommunicator (Dispatcher) II, assigned by the shift supervisor or Public Safety Administrator / Manager, will be responsible for the functional supervision and operation of the Public Safety Communications Unit.
1. Functional supervision is meant to imply responsibility for ensuring continuous operation of the Unit. This activity will not include the enforcement of discipline, deviation from Departmental policies, or Unit operational procedures.
 2. If a situation or question should arise that cannot be handled by the senior telecommunicator then a Communications Supervisor should be contacted. Any issue(s) that occur during the Shift Supervisors absence should be brought to their attention upon their return.
 - a. Personnel are expected to follow the guidance and direction of the senior telecommunicator.

23.303 FEDERAL COMMUNICATIONS COMMISSION (FCC) REGULATIONS

[CALEA Standard: 81.1.2]

The Federal Communications Commission is a regulatory agency. It is charged with managing the use of the radio spectrum in a manner that protects the public interest.

1. The Communications Unit shall maintain a copy of the Federal Communications Commission Rules.
2. All personnel that operate the Departmental radio system shall operate it in accordance with the Federal Communications Commission Rules, Procedures, and Requirements.

23.304 NON-PROFESSIONAL COMMUNICATIONS

- A. The Police department utilizes various types of equipment to communicate with members within the Department, other Police agencies, and the general public. Normal communications are official correspondences that may be oral or written that utilize the telephone, radio, laptop computers, CAD, TLETS, other computers, and/or the emergency outdoor warning system. These systems are for official use and are not to be used for personal reasons, nor will any transmission be rude, demeaning, or unauthorized.
1. No words or phrases shall be transmitted that would incite others to become unprofessional in the performance of their duties. Unprofessional behavior, when noted, will be documented and forwarded to the employee's immediate supervisor for review.
- B. Unintentional broadcast of unprofessional messages or language shall not be tolerated. In the event that a radio or telephone line is open or within hearing of the public, and someone inadvertently utters something unprofessional, which can be heard over these

devices, it will be treated as an intentional act. The members of the department shall remember that our environment is highly sensitive, involving heavy contact with the public and other persons and that the members of the department must remain professional when communicating with others.

- C. When making contact with any member of the public, department personnel are not permitted to conduct personal business on the department's or their personal cellular device. City cellular devices are to be used for City business pursuant to [City of Tyler Policy 3-80 – Safety](#). The use of a cellular telephone while operating a City vehicle must not interfere with the safe operation of the vehicle and not hamper or impede a response to a call for service.

23.305 TELEPHONE/RADIO RECORDING SYSTEM – [CALEA Standard: 81.2.7]

- A. Telephone lines terminating at the radio consoles or public safety answering points will be connected to the recording system. Telephone radio circuits connecting the radio system to the Communications Center consoles will be connected to the recording system.
 - 1. Recorded information will be saved for a minimum of one (1) year and is to be maintained in a secure area. Only Department personnel that have been granted the proper authority may access to the recording system.
 - a. Only authorized personnel may make copies of the recordings and only for legitimate Police and/or Fire Department business.
 - 2. Recordings older than one (1) year may be destroyed in compliance with the [State of Texas Schedule PS – Records of Public Safety Agencies: Section 1-4](#) and the [City of Tyler Policy: 3-200 - Records Management Plan and Retention Schedules Manual](#).
 - 3. Any known recording malfunctions or stoppages will be reported to a Communications Shift Supervisor immediately. The Shift Supervisor is to forward the report malfunction or stoppage to the Communications Unit Administrator / Manager and the Technology Unit Sergeant for review.

23.306 TELEPHONE/RADIO RECORDING ACCESS – [CALEA Standard: 81.2.7]

- A. Review of recordings must be for legitimate Police and/or Fire Department business.
 - 1. Police personnel not authorized to access the recording system must make their request through their immediate supervisor. If the supervisor determines the request to be legitimate they will endorse the request and forward it for approval by the Shift / Unit Lieutenant. The approved request will then forward to the proper Communications Shift Supervisor or the Communications Unit Administrator / Manager.
 - a. The Communications Supervisor will assist in making the recording available for review by the requesting person.
 - 2. Requests to remove recordings from service for criminal investigations, internal investigations, training, or any other reason will require approval by the Support Service Asst. Chief / Division Commander. Requests and approval are to be in writing.

- a. Recordings processed as evidence will be handled as any other evidence and assigned a property report.
- 3. Routine requests for access by other law enforcement agencies or prosecuting personnel must be in writing and will be evaluated by the Support Services Asst. Chief / Division Commander. Requests made by law enforcement agencies of an emergency nature will be evaluated by the on-duty Communications Shift Supervisor, or in their absence, the senior telecommunicator on duty.
 - a. An e-mail will be sent to the Support Services Asst. Chief / Division Commander notifying them of the request and the action taken. A decision to refuse a request will require immediate notification of the Support Services Asst. Chief / Division Commander.
- 4. Requests for access by people outside the Police Department must be in the form of a subpoena or a Texas Public Information request. All Texas Public Information requests will be evaluated by the Data Management Unit Supervisor and all actions taken will be in compliance with this statute. All subpoenas will be evaluated by the Support Services Asst. Chief / Division Commander to determine if they are to be honored or if they are to be forwarded to the City of Tyler Legal Department for further review.

23.307 OPERATIONAL PROCEDURE FOR RADIO, TELETYPE AND COMPUTER AIDED DISPATCH

[CALEA Standard: 81.2.5]

- A. Guidelines / procedures are established for the use of all verbal / written functions of the telecommunicators:
 - 1. RADIO
 - a. Refer to the recommendations / procedures identified in the Department's [Public Safety Response \(PSR\) Guidelines](#) issued to and made available to each Telecommunicator.
 - 2. Omnix
 - a. Refer to the **NCIC / TCIC** and **TLETS / NLETS** Operations Manuals located on the communications floor.
 - 3. COMPUTER AIDED DISPATCH (CAD)
 - a. Refer to the CAD Manual supplied to each telecommunicator.
- B. Each dispatching console / call taker station will have written directives as to the internal / external operations of the Department and Public Safety Communications, include, but no limited to:
 - 1. Calls for Service (receiving, dispatching, and/or handling);
 - 2. Outdoor Early Warning System;
 - 3. Telephone Procedures;
 - 4. Communications Equipment Operations; and

5. Emergency Police and Fire phone lists

23.308 TELEPHONES

- A. Primary responsibility for answering 9-1-1:
1. PST personnel assigned as Call Takers will have primary responsibility for answering the Primary 9-1-1. When these positions are busy, the first available telecommunicator will handle the overflow calls. If a 9-1-1 overload exists, any available telecommunicator will handle the call.
- B. Call Priority:
1. Incoming calls on 9-1-1 will be given priority over non-emergency phone lines.
- C. Method of answering 9-1-1:
1. Emergency phone lines will be answered as follows:
 - a. *"Tyler 9-1-1. Is your emergency Police, Fire or Ambulance?"*
 2. This method of answering should clearly identify the Department's PSAP (Public Safety Answering Point), eliminating confusion for the person needing assistance.
 3. The telecommunicator will attempt to verify the address and phone number with the caller if the request is for police or fire Service or the call is from a cellular phone. The caller will be kept informed as to what is being done to assist them.
 - a. If the caller is to be transferred, the person will be told, *"Please hold while I transfer you."*
 4. Non-emergency telephone lines are answered *"Tyler Police and Fire"* with the operator's name.
- D. When abandoning a call after a transfer has been made, listen carefully to avoid distortion of critical information caused by the click produced by the telephone equipment.

23.309 GENERAL RADIO COMMUNICATIONS – [CALEA Standard: 81.2.4]

- A. Use of Radio (only authorized Police personnel are permitted to use the Police radio, unless approved by a supervisor)
1. Telecommunications personnel will ensure that the transmit button, computer mouse, or foot pedal is fully depressed before and after each transmission.
 2. Sworn employees will ensure that their microphone is held approximately one (1) inch from the mouth and speak in a normal voice. The microphone should be held approximately at a 45-degree angle to allow speaking across the microphone and not directly into it. The transmit button must be held down briefly before transmissions to prevent any cut off.
 3. The emergency button function on the mobile radios will only identify the

equipment number when activated. Each time the mobile radio transmits the employee's vehicle number will be displayed in the Communications Center if the employee transmits on a talk group normally monitored by the Communications Center.

4. Each portable (handheld) radio is specific to the assigned employee. Each time the sworn employee transmits on the portable radio, their name will be displayed in the Communications Center if the employee transmits on a talk group normally monitored by the Communications Center.
5. Employees, when called, will respond with their complete radio number and current location to assist telecommunicators with call assignments.
6. Employees contacting the Communications Center must be acknowledged by a Telecommunicator before transmitting a message.
 - a. The employee shall provide a complete radio number, and a key word(s) (i.e. "traffic," if necessary).
 - b. After being acknowledged by the Telecommunicator of a traffic stop, the sworn employee shall give the location of the traffic stop, license plate or color and make of the vehicle if necessary (in this order).
7. Sworn employees will not check a person or property unless that person or property is in their custody, view, or related to some other authorized police activity.
8. When leaving the employee's assigned unit, the employee will give their unit number and location. The employee will not leave the police vehicle until the Telecommunicator has acknowledged their departure, except under emergency situations.
 - a. An employee may also log his location utilizing their in-car laptop computer instead of verbal communications via the police radio.
9. All employees engaged in field operations must have constant access to radio communications, either by a vehicle radio or by portable radio.
10. Telecommunicators should not broadcast a message to an employee until the employee has acknowledged the transmission by giving the complete unit number, location and authorization to proceed.
11. Telecommunicators and employees will broadcast all information at a rate that will allow for the copy of such information.
12. Telecommunicators and employees will acknowledge after each transmission, either verbally or electronically, confirming it was clear and that the message was understood.
13. Radio transmissions will be brief and exact with no slang terms used.
14. All personnel will be professional in voice and attitude when using the radio.
15. Radio transmissions referring to a person's race will use the following identifiers:

RACE	IDENTIFIER
African American	Black
Asian	Asian
Caucasian	White
Indian	Indian
Mexican/Hispanic	Hispanic
Other	Specify Nationality

B. Talk Group Scan Settings

1. All mobile and portable radios have scan capabilities. To insure officers are aware of activities occurring with other talk groups, the following minimum scan settings will be set.
 - a. All patrol operations are to be conducted on the **DIS1 Channel**. Units are not required to scan; however, this option is available and should be utilized. Traffic Units are assigned to the **DIS3 Channel**. Personnel assigned to **INVESTIGATIONS** operate on the **DIS2 / INVEST Channel** and are to scan **DIS2 / INVEST** and **DIS1**. Request to check persons / property should be conducted on the **DIS2 / INVEST Channel**.
2. The following requests will be taken to **DIS2**. This would allow the dispatcher on **DIS1** to devote their full attention to dispatching calls, making comments on calls, clearing calls, and checking cars out on traffic. This would apply to all shifts.
 - a. To request a fire truck;
 - b. To request an ambulance;
 - c. To request a wrecker;
 - d. To request a supervisor to be contacted by phone;
 - e. To request that an investigator be contacted;
 - f. To request contact with other agencies:
 - 1) CPS
 - 2) DHS
 - 3) Juvenile Attention Center
 - 4) Other outside law enforcement agencies
 - g. To request the call out of Animal Control;
 - h. To request a Justice of the Peace;
 - i. To request directions to a certain location;
 - j. To get a dispatcher to call a complainant back for any reason;

- k. To request a cross trained officer or a Crime Scene Officer;
 - l. To request the assistance of another City of Tyler department;
 - m. To request a time and or case number from an earlier time;
 - n. To contact an alarm company for representatives or other information; or
 - o. Any other request for service that does not directly relate to the dispatched call or traffic stop.
- 3. **DIS3** Channel will be closed between the hours of 2300-0700.
 - 4. Patrol units are often dispatched to assist on calls for service in locations other than in their assigned beats or districts, including assisting the Fire Department. When this occurs, the unit(s), for the duration of the assignment, will select the talk group / channel for this assignment as their primary operating talk group / channel (including Fire-Talk Group).
 - a. When a unit changes their primary talk group / channel, the communications console having primary responsibility for the unit will verbally notify or change the CAD assignment to the console to which the unit transfers.
- C. The consoles in the Communications Center will be assigned by radio talk group / channel with the exception of COM 5, which is to be designated as the Shift Supervisor's Console. The Telecommunicator assigned to a talk group / channel will be responsible for monitoring that group. These assignments are:
 - 1. **COM 1 PD Dispatch 1** (Patrol Operations)
 - 2. **COM 2 Fire Operations 1, 2, and 3**
 - 3. **COM 3** (Traffic and Municipal Court Officers)
 - 4. **COM 4 PD Dispatch 2 Investigations Talk Group** (Investigators, Information Checks)

23.310 REQUEST FOR POLICE BACK-UP OR ASSISTANCE

- A. When an employee requests assistance, the telecommunicator will assign the unit who is to responding as the back-up. If another unit is closer, that unit will advise the Telecommunicator who then may re-assign the back-up assignment.
- B. A unit already assigned to a call, which requires a delayed mobile response and is close to the location of the needed assistance, may notify the Telecommunicator and with acknowledgement respond to the scene to assist the requesting employee.
- C. The employee requesting assistance or the responding employee will notify the Telecommunicator if the need for assistance no longer exists and the responding employee will return to service.

23.311 EMERGENCY USE OF POLICE RADIO TALK GROUPS – [CALEA Standards: 46.1.2; 81.2.4]

- A. Employees with emergency radio traffic in need of a clear talk group / channel will give their unit radio number, location, and what type of emergency they have. If the situation and/or time permits, the employee may be instructed by a supervisor or a telecommunicator to move to a tactical talk group for exclusive use until the incident has stabilized.
 - 1. The employee or supervisor may also request that the talk group / channel being used during the situation / incident be temporarily closed.
 - 2. The employee declaring the need for a clear talk group / channel will notify the Telecommunicator when normal communications operations can resume and the talk group / channel be reopened.
- B. Each radio has an emergency button associated with that radio. Once activated, every console has access to the talk group / channel that the emergency was transmitted on and will receive unit identification information. However, the audible tone only alerts at **DIS5** and at no time should a connector be plugged into **DIS5** that is not be monitored by a telecommunicator.
 - 1. A telecommunicator will have to reset the emergency mode at a console by acknowledging the emergency. The employee pressing the emergency button will have to reset the radio once the emergency is over.
- C. The pressing of the emergency button will send a silent alert to the Communications Center. Once received, Communications Unit personnel will attempt to verify that there is an emergency. That verification will consist of the telecommunicator calling the unit by their radio number requesting a status check. If the telecommunicator does not receive a response from the unit, procedures will be followed for responding to an employee in need of immediate assistance.
 - 1. After checking the status of the employee and no emergency is declared, the employee will reset their radio so it is no longer in the emergency mode.

23.312 REQUEST FOR TELEPHONE ASSISTANCE

- A. Requests to make telephone inquiries and/or contacts from the field should be made only when no available phone is in the vicinity or if it is imperative to the on-scene investigation or operation. The employee in the field should make all other telephone inquiries or contacts when there is an available telephone. Messages from the field should normally be conveyed or delivered by the employee in the field or concerned person to eliminate confusion, unnecessary concern, incorrect message interpretation, or questions.
 - 1. These requests should be made from **PD DIS2**.
- B. Employees should maintain a current list of their most frequently called telephone numbers and access them directly when possible. Telephones within the Police building should always be accessed directly without assistance from the PBX Operator or a telecommunicator.

23.313 IN-HOUSE COMPUTER INQUIRIES

- A. Requests from the field for in-house computer inquiries into reports or records by Communications Unit personnel should be made only when it is imperative to a field investigation or operation and when the employee cannot obtain this information via the laptop computer in their assigned patrol unit. All other inquiries should be made to the Data Management Unit or obtained from available access terminals by the employee needing the information.

23.314 PERSONAL CALLS AND MESSAGES

- A. Incoming Telephone Calls
 - 1. Incoming calls for employees will be screened to determine if they are of an emergency nature. In the event the call is not an emergency and is personal in nature, the receiving telecommunicator will transfer the call to the employee's voice mail and/or send an email to the employee detailing the message.
 - a. If the call is determined to be an emergency the Telecommunicator will attempt to contact the employee. If the employee cannot be reached the caller will be directed / transferred to the employee's immediate supervisor.
 - 2. Employees should not request telecommunicators to make personal individual contacts on their behalf that are not police related business.

23.315 WARRANTS / AVAILABILITY – [CALEA Standard: 74.1.3]

- A. All original arrest warrants issued by members of the Tyler Police Department (where a continuous search for a suspect will remain active) will be housed in the Communications Unit warrant cabinets. These warrants will be available on a twenty-four (24) hour basis. For additional information see [Section 23.331: Warrant Records Tracking](#) detailed below.
 - 1. All warrants require confirmation prior to affecting an arrest. It is the responsibility of the Telecommunicator to check the entry and verify with the employee that the identifiers match the individual being detained. The following identifiers should be used to identify the individual:
 - a. Name
 - b. Date of Birth
 - c. Driver's License / Identification Card
 - d. Social Security Number
 - 2. If a warrant, or arrestable traffic offense such as invalid license, is identified and the Telecommunicator knows that for the employee's safety, the suspect should not hear the radio traffic, the Telecommunicator will request that the employee "go Code 20". After the employee has acknowledged and advises the Telecommunicator to go ahead with the information, the Telecommunicator will relay the information, including the full name listed on the warrant or return.
 - a. Each part of the name should be spelled out and all descriptors listed on the warrant will be relayed to that employee.

3. Once the employee determines that the identifiers match the individual in question, the Telecommunicator will follow normal warrant confirmation procedures set forth in [subsections 23.331\(F\) & \(G\)](#) of this policy.
 - a. It is the responsibility of the telecommunicator confirming the warrant to ensure the warrant information in the computer is accurately transposed into the warrant confirmations they send.
 4. When an employee checks the criminal history information on a suspect and the information is sensitive and should not be heard by the suspect, the Telecommunicator will request that the officer “*go Code 20*”. The Telecommunicator is to wait for the employee to acknowledge and advise to proceed prior to relaying the information to the employee.
 5. If the Telecommunicator has medical information that would require the use of universal precautions and this information should not be heard by the public then the employee will be advised “*Code 50 on the following subject*”. The information shall not be transmitted over the radio. The Telecommunicator should have the employee contact dispatch via telephone or laptop computer.
- B. Warrants that have been executed will be removed from the warrant file and the entry cleared. The warrant is to be placed in the Warrant Served Basket and the employee responsible for the warrant and their immediate sergeant will be notified.
 - C. Vehicles and other items of property will be cleared immediately upon recovery.
 - D. Missing person information is to be entered into the Department’s in-house computer system. Entries will be immediately cleared one the reported missing person has been located.
 - E. If notified by another agency that one of this agencies warrants has been served, the Teletype confirmation is to be placed on the Teletype confirmation clipboard and the warrant is to be placed in the Warrant Served basket.

23.316 AREA WEATHER ALERTS – [CALEA Standard: 46.1.2]

- A. Tornadoes, severe thunderstorms, high winds, or flood warnings that pose an imminent threat or substantial risk to the City of Tyler shall be disseminated via the Code Red system. The Telecommunicator shall notify all field units via in-car computer message. Any severe weather watches or warnings for the City of Tyler and the surrounding area of Smith County will be brought to the attention of the on-duty Patrol Lieutenant / Shift Commander or the acting Shift Commander.

23.317 CALLS FOR POLICE SERVICE – [CALEA Standard: 81.2.3]

- A. Calls for Service will be entered into the Police Department's Computer Aided Dispatch (CAD) Software. CAD procedures will be followed in accordance with established Department guidelines. All CAD procedures can be accessed electronically from any dispatch console and each telecommunicator shall be provided with a copy of the manual.
 1. If the CAD System should fail all required information is to be document on [TPD Form 1: Calls for Service](#).

- B. Data to be collected pertaining to a call for police service will, at a minimum, include:
1. Date and time of request (automatically applied during CAD operations);
 2. When available, the name, address, and phone number of the caller;
 3. Type of incident being reported;
 4. Actual location of incident;
 5. Suspect information if available;
 6. Time stamp of activities (automatically applied during CAD operations); and
 - a. Identification of sworn employee(s) assigned as primary and back-up;
 - b. Time of dispatch;
 - c. Arrival of each assigned unit and/or any unit that arrives on the scene; and
 - d. Return to service of each unit at the scene.
 7. Disposition or status of the reported incident, to be specified by assigned primary officer or supervisor.

23.318 A COMPLAINT CONTROL NUMBER WILL BE ASSIGNED TO EACH CALL FOR SERVICE

[CALEA Standard: 81.2.3]

- A. When a call for service is received and entered into the Department's CAD system a unique control number (referred to as the CAD Call Number) will automatically be assigned to the call. Each Call Number is unique to the call / incident it is assigned, but functions only as a means of control (i.e. control number) and NOT an incident case number.
- B. Incident case numbers are assigned to calls for service only when an incident report is to be completed or when specifically requested by the responding / investigator personnel. Any criminal or non-criminal incident requiring the reporting and/or documentation of employee actions shall have an incident case number assigned to the call for service. Examples of when an incident case number might be assigned included, but are not limited to:
1. Arrest Reports
 2. CRASH Reports
 3. Class C Criminal Violation (e.g. Theft, Public Intoxication, etc.)
 4. FCR (non-criminal Field Case Reports)

23.319 OBTAINING INFORMATION RELEVANT TO A CALL FOR POLICE SERVICE

- A. A telecommunicator will normally be a caller's first contact with the Department. It will be the responsibility of the employee receiving the call to extract enough information to protect the caller, provide for an expedient response, and assist in the identification and possible arrest of suspect(s).
- B. Information required to be obtained is identified in the Department's [Public Safety Response \(PSR\) Guidelines](#).
 - 1. Each individual who places a call for service will be asked for a name and phone number; however, it is not mandatory that they provide this information.
 - 2. Each individual who places a call for service will be asked if they would like to be contacted by the responding employee. The caller's response (yes or no) is to be documented in the CAD system's call notes section.
- C. When a telecommunicator receives pertinent or vital information related to an "In-Progress" call for service the information will be relay via radio without delay and entered in the CAD system as soon as practical.

23.320 PUBLIC SAFETY RESPONSE (PSR) GUIDELINES

[CALEA Standards: 41.2.1; 46.1.2; 81.2.6]

- A. The telecommunicator receiving a call for service shall follow the established guidelines set forth in the Department's [Public Safety Response \(PSR\) Guidelines](#). The guidelines provide telecommunicator's with the minimum information requirements for calls for service and establish the level of priority assigned to the call.
- B. Should the telecommunicator receive a 911 hang-up call or a 911 open line the telecommunicator shall follow the procedures set forth in [General Order 23.900 – Procedures for Prompt Handling and Appropriate Routing of Misdirected Emergency Calls or Other 911 Disconnects](#).
- C. On quarterly bases each Communication Unit Supervisor will review a random sampling of calls for service to ensure that established PSR guidelines are being followed by telecommunicators. The collected information will be provided to the Public Safety Administrator.
 - 1. The information may be forwarded to the Support Service Asst. Chief / Division Commander should any discrepancies be discovered requiring the remedial training or disciplinary action of Communications Unit personnel.

23.321 OFFICER STATUS TRACING WHEN AWAY FROM THEIR VEHICLES

[CALEA Standards: 46.1.2; 81.2.4; 81.2.5]

- A. Telecommunicators operating radio channels / talk groups are responsible for maintain a log of activity within the CAD system. This is accomplished through the logging of each units' assignment (e.g. primary unit, secondary unit / back-up, traffic stops, dinning, etc.) and when they are in and out of service.

- B. In the event of a CAD system failure, a written activity log will be maintained. The log should, at a minimum, contain:
1. Unit Number for all employees involved;
 2. Employees assigned (primary and back-up);
 3. Primary and associated locations;
 4. Reasons / Purpose for the employee to be away from their unit;
 5. Arrival Times (all units);
 6. Back in Service Times (all units);
 7. Mileage (when appropriate);
 8. Activation / Deactivation; and
 - a. Emergency Warnings (i.e. Code Red)
 - b. Emergency Operation Center (EOC)
 9. Unusual activities

23.322 RESPONDING TO ALARMS – [CALEA Standards: 46.1.2; 81.2.4; 81.2.12]

- A. All security alarms occurring within the City of Tyler jurisdiction or on City of Tyler property will normally be handled by Department personnel. All alarms handled by Department personnel are to be reviewed by the Burglar Alarm Coordinator for excessive false alarms.
- B. When Communications Unit personnel are notified of a residential or commercial security alarm by the monitoring alarm company the telecommunicator will abide by the following guidelines:
1. The following information is critical for a correct and timely response to an alarm call for service and will be obtained each time an alarm is reported by an alarm company:
 - a. Name of the alarm company;
 - b. Phone number of the alarm company;
 - c. Location / address of the alarm (suffix and/or suite number if applicable);
 - d. Location phone number;
 - e. Name of business / residence of alarm;
 - f. Alarm / zone of alarm and whether the alarm is audible;
 - g. Representative information and estimated time of arrival (if known); and

- h. Name and/or operator number of person notifying the Department of the alarm.
 - 2. The information will be entered as an immediate response call for service.
- C. When dispatching employees to an alarm call, the telecommunicator shall send a minimum of two (2) units. The primary unit responding to the alarm call is not permitted to cancel the back-up unit prior to arriving on scene and assessing of the situation. During foul / increment weather a Patrol Supervisor may authorize alarms calls for service to be handled by a single patrol unit.
- D. Bank / Financial Alarm Procedures:
 - 1. After normal business hours and on weekend days all bank / financial alarms calls for service will be dispatched in the same manner as commercial and residential alarm calls for service.
 - 2. If a bank / financial alarm call for service is received during business hours, the following procedures will be followed:
 - a. The telecommunicator will enter the name of the bank / financial institution, the area where the alarm is showing active, and the alarm company's name.
 - b. As soon as the information is entered into CAD system, the telecommunicator will notify the bank / institution. When an employee answers the phone the call-taker will state the following:
 - 1) ***"This is (telecommunicator's name) with the Tyler Police Department. We received an alarm from the bank. Do you have a police emergency?"***
 - 2) If the employee advises, ***"Yes, there is a robbery,"*** the responding employees will immediately be advised by the telecommunicator of a robbery in-progress. The telecommunicator will remain on the line with the bank / financial institution's employee to make certain that the responding employee(s) are kept updated on any and all information. Any additional information gathered by the telecommunicator shall be documented in the incident's CAD call notes section.
 - 3) If the bank employee advises, ***"No, everything is okay,"*** the responding employees will be advised by the telecommunicator that the bank is reporting a False Alarm.
 - 4) The telecommunicator will instruct the employee on the telephone to go outside and identify themselves to the officers outside the bank and then reset the alarm. The telecommunicator will document all information in the incident's CAD call notes section.
- E. Panic Alarm procedures:

1. Panic alarms require two police units to be dispatched.
 2. The telecommunicator should not attempt to make contact with the business or residence for verification unless instructed to do so by the responding employee.
 - a. In no case will the verification call be made before an employee is on-scene.
 3. Due to the nature of these alarms, they may not be canceled by the alarm company prior to an employee's arrival on scene.
- F. At the beginning of each telecommunicator's shift, the telecommunicator assigned to **DIS1** is to verify the computer at that workstation and the '**ESP**' currency-tracking program are active and functioning correctly. Some local banks have a satellite tracking system that is utilized for the tracking of stolen currency taken during a robbery.
1. If the device-equipped money packet is removed from the bank, the program produces an audible alert notifying Communications Unit personnel of a possible bank robbery.
 2. When the audible alert sounds concerning a possible robbery location, a telecommunicator shall attempt to make contact with the bank to confirm if a robbery has occurred as outlined in subsection 23.322(D) directly above. If the bank confirms that a robbery has occurred, then sworn employees will be dispatched to the bank to take the initial report and preserve any evidence found at the scene. Additional employees will also be dispatched in an attempt to locate the suspects.

23.323 TACTICAL DISPATCHING PLANS – [CALEA Standards: 46.1.2; 81.2.5]

- A. Tactical plans will be made available to all Communications Unit personnel. Tactical dispatching plans include, but are not limited to:
1. Airport emergencies operations;
 2. Bank alarms procedures;
 3. Bomb threats procedures; and
 4. Raid / special operations procedures.
- B. A Communications Unit Supervisor or their designee shall be present during any raid / special operation and/or high importance arrest briefing that may require specialized dispatch functions. Planning personnel will also provide the Communications Unit representative with a copy of the proposed operation's plan.
1. At a minimum the plan shall include:
 - a. The location of the operation;
 - b. Personnel involved; and
 - c. Employee responsible for communication operations.

2. When possible, the Communications Unit Manager / Administrator or their designee should be notified at least 24 hours in advance of any operation if it is anticipated that additional Communications Unit personnel will be needed to handle the event.
- C. Once notified the Communications Unit Manager / Administrator shall coordinate with the appropriate Communications Unit Supervisor to ensure adequate staffing and/or any specific communications console operational needs are met to assist in the overall safety of personnel during the event.

23.324 EMERGENCY MESSAGES – [CALEA Standards: 46.1.2; 81.2.10]

- A. Requests to deliver emergency messages (illness, injury or death in the family) will be processed in the same manner as other calls for service.

23.325 VICTIM / WITNESS CALLS FOR INFORMATION / SERVICE

[CALEA Standard: 55.2.1; 81.2.1; 81.2.6]

- A. Communications Unit personnel receive calls from victims / witnesses on a daily basis requesting assistance, information, and referral to services. In order to correctly determine how calls for information / service will be processed, Communications Unit personnel will utilize all available resource materials. Resource materials include, but not be limited to:
 1. [PSR Guidelines](#);
 2. Department General Orders;
 3. Emergency Preparedness Plan;
 4. Health / Welfare Directory and available Social Services; and
 5. Agency referral listings
- B. The Communications Unit will serve as the single point of contact for providing 24-hour referral information to ensure victims / witnesses receive timely and appropriate attention to their immediate needs.

23.326 CALL FOR SERVICE ASSIGNMENT PROCEDURES – [CALEA Standard: 81.2.4]

- A. The following radio and call for service assignment procedures will be followed to ensure effective management of resources assigned to field operations and department facilities:
- B. Sworn and non-sworn department personnel will follow the [Public Safety Response \(PSR\) Guidelines](#) procedures for call classification, assignment, and response.
- C. Sworn and designated non-sworn employees will check into service as soon as possible at the beginning of their shift. This is accomplished by the employees utilizing their in-car computers so to maintain a record of their status and availability.
- D. Employees assigned to a specific Beat will immediately proceed to their designated area unless specially assigned or cleared by Communications Unit personnel. Employees that

have other business (e.g. fueling, court, investigative or case follow-up) should notify Communications Unit personnel of this information.

- E. Employees desiring or needing to leave their assigned beat will notify Communications Unit personnel. An on-duty Patrol Division Supervisor may authorize or deny the employee's request based on beat coverage, call load, and/or total unit availability.
 - 1. If, at the time of the request, Communications Unit personnel believe call load factors prevent the employee's request from being practical, a patrol shift supervisor is to be contacted for approval or denial.
- F. Employees shall give their unit number, location, and purpose if they are checking-out of their unit.
- G. The number of employees assigned to an incident shall be based on criteria established in the Department's [Public Safety Response \(PSR\) Guidelines](#) and any information received at the time of call. In the event a threat to an employee's or citizen's safety is identified, a minimum of 2 sworn employees will be assigned to the incident.
 - 1. Any assigned employee or supervisor may request additional assistance at any time.
- H. A two-person / doubled unit or two (2) single person units will be dispatched to all Immediate Mobile calls, excluding traffic-related incidents (depending upon circumstances).
- I. Delayed Mobile calls may be dispatched to a single person unit unless some circumstances exist which would indicate the need for more than one (1) employee.
- J. When two (2) or more units are dispatched to a call for service the primary unit is required to notify the telecommunicator operating **DIS1** if the additional unit(s) are unnecessary and can be disregarded / canceled.
- K. Employees designated to assist other units shall return to service when it is determined they are no longer needed.
- L. Employees will respond to calls for service promptly and without delay by means of the most practical route available. While en route employees will not initiate traffic stops unless the violation is of an extraordinary nature.
 - 1. Any deviation from a call for service must be cleared through a patrol shift supervisor.
- M. In the event an employee fails to respond to radio communications / traffic, the telecommunicator is to make three (3) attempts to contact the employee on the primary channel / talk group and one (1) attempt on the multi-channel / talk group. If the employee fails to respond an on-duty patrol supervisor shall be notified and available personnel dispatched to the employees last known location.
 - 1. If / when the employee is contacted, the notified supervisor will be alerted. The employee's immediate supervisor is to review the occurrence and recommend what action is to be taken concerning the employee.

23.327 STOLEN VEHICLE INFORMATION

- A. In order to ensure information is collected and disseminated to other law enforcement agencies regarding stolen vehicle information, the following procedures will be followed:
1. Communications Unit personnel will broadcast available stolen vehicle information when received and update responding / investigating personnel as additional information becomes available. Information is to be placed in the electronic Pass-On file and should include:
 - a. Vehicle year;
 - b. Vehicle make and model;
 - c. Vehicle style;
 - d. Vehicle color / markings;
 - e. Vehicle license plate number and state;
 - f. Any other vehicle descriptions;
 - g. Location, date, and time stolen; and
 - h. Suspect information (if available)
 2. Recovery of the vehicle is to be logged on a 5A Card pursuant to [General Order 23.400 – Notification for Recovered Stolen Vehicle](#).
- B. Communications Unit personnel will file a [Stolen Vehicle Card \(TPD Form 5A\)](#) in the Communications Unit while the vehicle is listed as stolen. Once the vehicle is recovered, the card is to be filed pursuant to General Order 23.400 – Notification for Recovered Stolen Vehicle.
- C. The stole vehicle will be entered or cleared in the State / Federal information system on the request of the reporting employee. When entered into TCIC / NCIC, Communications Unit personnel will document in the comments section the information listed below:
1. Who entered the information;
 2. Date entered; and
 3. How the vehicle was entered (by license plate or VIN).
 - a. The same type of information will be entered upon recovery of the vehicle when the 5A is completed.
- D. Stolen vehicle information will be disseminated to on-duty Patrol personnel via in-car computers and all sworn personnel via email.
- E. Recovered / Stolen vehicles towed to the Department shall comply with [General Order 07.300 – Traffic Control and Enforcement](#).

23.328 SECURITY TO BE PROVIDED TO THE COMMUNICATIONS AREA

[CALEA Standards: 46.1.2; 81.2.1; 81.2.2; 81.3.1; 81.3.2]

- A. The Communications area is a critical aspect of the Department. It has full twenty-four (24) hour operational means, including radio and telephone communications capabilities. Radio includes both mobile and portable (handheld) radios. The incapacitation of this unit could result in catastrophic problems for all sworn personnel and designated non-sworn employees, fire fighters, and the citizens of Tyler. The Department must provide security to this area at all costs. Security provisions shall include, but not be limited to:
1. Controlled Access:
 - a. The primary door leading into the Communications Unit will remain closed and locked at all times. Access to the unit requires an authorized keycard or a physical key provided only to sworn supervisors and designated non-sworn personnel.
 - b. Telecommunicators are responsible for monitoring the Closed Circuit Television System (CCTV) to ensure all outside entry points to the Communications Unit are secure.
 - 1) Telecommunicators shall also be responsible for monitoring all Department facilities and grounds via the Closed Circuit Television System (CCTV).
 2. Any breach of security shall be reported to an on-duty Patrol Division supervisor(s).
 3. Telecommunicators will immediately report defective equipment to the Communications Unit shift supervisor, who, in turn, shall report the defective equipment to the Communications Unit Manager / Administrator.
 - a. The Communications Unit Manager / Administrator shall be responsible for forwarding the information of the defective equipment to the Police Services Coordinator and/or the Technology Unit Sergeant for immediate repairs.
- B. The Communications Unit has redundant radio capabilities to prevent complete radio system failures. The radio system maintains a capability in excess of 95% of the coverage area through the use of repeaters and multi-tower locations.
- C. The Communications Unit shall be equipped with back-up resources and an alternate / emergency power supply. This is in the form of an Uninterruptible Power Supply (UPS) System and an emergency generator.
1. If these systems are activated due to a power source failure, the operation of the systems should be monitored closely and reset when necessary.
 2. A weekly cycle test and a quarterly load test of both the Downtown and Faulkner Park station's emergency generator tests will be conducted to ensure operational readiness.

- a. The weekly cycle test will normally be initiated by the activation of an automatic timer.
- D. Each radio site has security in place consisting of controlled lighting, fences, and access alarms. The alarm system will allow access by entry of a security code.

23.329 OFFICER STATUS INDICATORS ARE AVAILABLE TO THE TELECOMMUNICATOR AND PATROL SERGEANT (IN-HOUSE)

[CALEA Standards: 81.2.4; 81.2.5]

- A. A critical procedure in any emergency communications function is to know the current status of the various employees in the field.
- B. On-duty employees will utilize their in-car computer systems to record when they are “*in-service*” where applicable. All employee activity is to be logged into the CAD system and their status changed / updated to reflect their current state (e.g. Dispatched, Traffic, Busy).
 - 1. The CAD system utilizes color-code to reflect employee's status.
- C. In the event of a CAD system failure, a record of each employee's status will be maintained.

23.330 LAPTOP COMPUTERS – **[CALEA Standard: 41.3.7]**

- A. The Department utilizes laptop computers in addition to the radio system as a means of communication. Laptop computers will be assigned to all marked vehicles, while some will be assigned to investigators and command level personnel.
 - 1. To ensure the safety of all vehicle occupants, in-car laptop computers will not be utilized by the driver when the vehicle is being operated.
 - 2. All in-car laptop computers shall be completely powered down if the unit is to be jump started. Failure to completely power down the laptop computer could result in the computer being irreparably damaged.
- B. Laptop User Operations
 - 1. Department laptop computers will only be utilized for official law enforcement business. Laptop computers shall be under the same regulations as Communications Unit terminals used for the Texas Department of Public Safety (DPS) TCIC/NCIC Teletype system.
 - a. The procedures that apply to the Omnixx system will also apply to each / every Department laptop computer.
 - 2. All laptop communications / messages, whether sent / received from in-car or hand-carried (investigative or administrative personnel) shall be professional and limited to informational purposes only.
 - a. Shift / Unit Lieutenants or Division Asst. Chiefs may periodically review laptop messages sent / received between department personnel to

ensure they are professional in content and are related to official Department business.

- 1) All laptop messages requested for review shall be submitted to the Chief of Police via the supervisor's chain of command for approval. Only the Chief of Police or their designee can authorize the release of laptop computer messages for review by supervisory personnel.
- 2) If approved, the request to review laptop computer messages are to be forward to the Technology Unit Sergeant. The messages will be downloaded and forwarded to the requesting Lieutenant or Asst. Chief for review.
3. Functions available to Department laptop computer systems are message / information capabilities available from DPS car-to-car, car-to-station, station-to-station, or contact with all users and groups.
4. An individual's assigned identification code is limited to that assigned individual and may not be used by any other user. An exception would be in a two person / doubled unit where one employee uses the laptop computer that the other officer has signed-on.
 - a. No identifier code will be made available to anyone but the person to whom the laptop computer is assigned.

23.331 WARRANT RECORDS TRACKING – [CALEA Standards: 74.1.1; 74.1.3]

- A. The employee obtaining a warrant should write on the back of the warrant all the necessary information including, but not limited to:
 1. Name of Suspect;
 2. Date of Birth;
 3. Suspect or relevant Address;
 4. Driver's License Number;
 5. Social Security Number;
 6. Height and Weight;
 7. Sex and Race;
 8. Department Case Number;
 9. Date of Offense;
 10. Extradition limitations;
 11. Warrant Expiration (Statute of Limitation); and
 12. Name of the employee obtaining warrant along with any other identifiers.

- B. The employee should complete a warrant entry form with all necessary and pertinent information. The employee should specify on the warrant entry form all the systems the warrant is to be entered (i.e. TCIC / NCIC).
 - 1. Entry into TCIC / NCIC requires supervisor approval.
- C. All warrants and warrant affidavits should be submitted to the appropriate Investigative Unit Sergeant or their designee for review prior to be entered into TCIC / NCIC. The employee who has obtained the warrant will submit the original warrant to the telecommunicator operating **DIS2** for entry into TCIC / NCIC and notify the on-duty Communications Unit shift supervisor.
 - 1. The telecommunicator operating **DIS2** will then enter the warrant into the appropriate systems as soon as practical.
 - 2. If the telecommunicator operating **DIS2** is temporarily unavailable the warrant may be entered into the appropriate systems by any telecommunicator that is trained / qualified to do so.
- D. Once the warrant has been entered the telecommunicator operating **DIS2** is to email the case investigator, the investigator's immediate supervisor, and Communications Unit personnel notifying them that the warrant has been entered.
- E. Once a warrant is served, the arresting employee should sign and date the original warrant; leaving the original warrant in the Communications Unit to be retrieved by the assigned case investigator or employee.
 - 1. If an Emergency Protective Order (EPO) is attached, the arresting employee shall ensure the EPO is complete and submitted with all required / appropriate paperwork to the jail facility or issuing magistrate's office.
 - a. The arresting employee is to document in their arrest report that an EPO was completed and submitted to either the jail facility or issuing magistrate's office.
 - 2. When a warrant has conditions the arresting employee is to retrieve a copy of the conditions from the Department to be submitted with the warrant at the jail facility.
 - a. The original warrant and conditions is to be signed by the arresting employee and left in the Communications Unit with the original warrant for the assigned case investigator / employee to return to the issuing magistrate's office.
- F. The telecommunicator who confirms the warrant will clear the warrant from the TCIC / NCIC system and note on the warrant the date it was served and the name of the employee who served the warrant.
 - 1. The telecommunicator will then request another telecommunicator to verify that the warrant has been cleared from the TCIC / NCIC system. Once verified the requesting telecommunicator will note on the warrant that it has been cleared from the TCIC / NCIC system before both telecommunicators sign and date the warrant.

- G. The telecommunicator who confirms the warrant shall be responsible for notifying the assigned case investigator / employee, via email, that the warrant has been served. At a minimum the email should include the following:
1. The name of the arresting employee;
 2. The arrestee's name;
 3. The case number; and
 4. The date and time of the warrant was served.
 - a. The email will also be sent to the assigned case investigator's / employee's immediate supervisor and shift / division lieutenant. This is done to ensure the warrant paperwork is properly routed and the case is appropriately disposed of should the assigned case investigator / employee be indefinitely unavailable or no longer assigned to the Investigative Division.
- H. Once served the original warrant and warrant entry sheet is to be placed in the Investigations Division basket, located in the Communications Unit shift supervisor's office. The assigned case investigator / employee shall be responsible for retrieving the documents and returning them to the issuing magistrate's office.
- I. The Communications Unit Supervisor assigned to maintain the Department's warrant database is responsible for validating the entry of all warrants entered into the TCIC / NCIC system. In addition, the designated supervisor is tasked with accurately recording the warrant entry information into the Department's warrant database for internal and State auditing purposes. This process is done to guard against warrant service duplication and to ensure all expired warrants are removed from the TCIC / NCIC system.
1. Each month the assigned supervisor shall email a list of all the warrants set to expire in the succeeding two months to all case investigators / employees who submitted a warrant, the Investigative Unit Sergeants, and all shift and unit lieutenants.
 2. All warrants whose statute of limitations have expired should be removed from the TCIC / NCIC system at 12:00a.m (CST). If the supervisor responsible for removing the expired warrant is unavailable a telecommunicator trained to do so shall be designed to perform the task. The process of removing a warrant whose statute of limitations have expired is the same as a warrant that has been served, see subsection 23.331(E-H) directly above.
- J. City of Tyler Municipal Court warrants will be maintained and stored by the Court. Telecommunicators can confirm these warrants via the Municipal Court's Encode and Smith County's Odyssey computer systems. During normal business hours (8a.m. – 5p.m.) Municipal Court personnel shall be responsibility for confirming and clear all Municipal Court warrants that are served. After hours it will be the responsibility of the telecommunicator operating **DIS2** to confirm and clear these warrants.
1. If a Municipal Court warrant is served after normal business hours, the telecommunicator confirming the warrant shall be responsible for send a teletype confirmation message to the appropriate agency and clearing the warrant from the TCIC / NCIC system.

2. If a Municipal Court warrant is confirmed by an agency outside Smith County and within 100 miles of the City of Tyler after normal business hours, a copy of the teletype confirmation will be faxed to Municipal Court by the telecommunicator operating **DIS2**. This is done to ensure Municipal Court is notification of the defendant's custodial status.
 - a) Municipal Court warrants will only be confirmed to agencies within Smith County and those counties immediately outside and connected to Smith County (i.e. Cherokee, Gregg, Henderson, Rusk, Upshur, Wood, and Van Zandt).
- K. The warrant entry process done on behalf of the Tyler Junior College (TJC) Police Department and the Tyler Independent School District (TISD) Police Department will be in accordance with the agreements established between the Department and these entities.

23.332 HOSTAGE SITUATION PROCEDURES – [CALEA Standard: 46.1.2]

- A. Telecommunicators who receive information that indicates a potential hostage situation should refrain from initiating contact with the victim and/or suspect. If possible, contact should be initiated by on-scene personnel.
 1. If there are no immediate means available for contact at the scene and if instructed by a sworn supervisor, assuming a telecommunicator has not already made contact, a telecommunicator may be requested to make contact.
 - a. Specific instructions on how to contact the victim and/or suspect, what questions to ask / information to gain is wanted, and how the telecommunicator will ask each questions will be provided.
 - b. The authority and information obtained will be documented in the CAD Notes section.

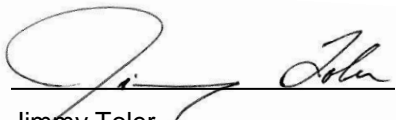
23.333 HAZARDOUS INFORMATION LOGGING – [CALEA Standard: 46.1.2]

- A. When the Communications Unit is notified of a hazardous condition, including but not limited to:
 1. Malfunctioning / damaged traffic control device (i.e. traffic light);
 2. Any situation that could result in the public being endangered or injury if not immediately corrected (e.g. debris in roadway, down power line); or
 3. Emergency Warning Sirens not functioning.
- B. Whether a case number is or is not generated, all hazardous information will be added to the CAD Call Notes section by the telecommunicator receiving the information. The following information will be asked and noted if provided to the telecommunicator in the call notes section:
 1. Caller's name, address, and telephone number (a note will be added indicate if the caller wished to remain anonymous or refused to provide their identifying

information). If reported by an employee, the telecommunicator is to document the employee's name and computer number;

2. The location of the hazardous incident;
 3. The nature of problem;
 4. Name(s), date, and time the individual(s) notified to remedy the problem / situation;
 - a) If the person(s) responsible for handling the incident cannot be contacted the date and time of each attempt to contact said person(s) shall documented in the CAD notes section. Dispatch will document all attempts to contact person(s) responsible for handling the incident until actual contact is made.
 5. The telecommunicator who received the information;
 6. The telecommunicator who completed the notification; and
 7. Any other action taken by telecommunicators regarding information received about the hazardous incident.
- B. At a minimum the telecommunicator receiving the information will be responsible for passing the information onto the proper agency / individual to correct the hazard situation. Any forwarded information shall include the incidents case or call number as a reference.
1. If responsibility for the call is transferred to another telecommunicator, it will be indicate in the CAD Notes section of the call to whom call was transferred too and the date, time, and reason for the transfer.

Approved: 04-22-2019



Jimmy Toler
Chief of Police