

The Communications Center

802.1 PURPOSE AND SCOPE

This policy establishes guidelines for the basic functions of Integrated Security Response Center. It addresses the immediate information needs of the Department in the course of its normal daily activities and during emergencies.

802.2 POLICY

It is the policy of the Bay Area Rapid Transit Police Department to provide 24-hour telephone service to the public for information and for routine or emergency assistance. The Department provides two-way radio capability providing continuous communication between Integrated Security Response Center and department members in the field.

802.3 INTEGRATED SECURITY RESPONSE CENTER SECURITY

The communications function is vital and central to all emergency service operations. The safety and security of Integrated Security Response Center, its members and its equipment must be a high priority. Special security procedures should be established in a separate operations manual for Integrated Security Response Center.

Access to Integrated Security Response Center shall be limited to Integrated Security Response Center members, the Watch Commander, [the Communications Manager](#), command staff, and department members with a specific business-related purpose.

802.4 CALL HANDLING

This Department provides members of the public with access to the 9-1-1 system for a single emergency telephone number.

When a call for services is received, the dispatcher will reasonably and quickly attempt to determine whether the call is an emergency or non-emergency, and shall quickly ascertain the call type, location and priority by asking four key questions:

- Where?
- What?
- When?
- Who?

If the dispatcher determines that the caller has a hearing and/or speech impairment or disability, he/she shall immediately initiate a connection with the individual via available TDD/TTY equipment or Telephone Relay Service (TRS), as mandated by the Americans with Disabilities Act (ADA).

If the dispatcher determines that the caller is a limited English proficiency (LEP) individual, the dispatcher should quickly determine whether sufficient information can be obtained to initiate an appropriate response. If language assistance is still needed, the language is known and a

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language-appropriate authorized interpreter is available in Integrated Security Response Center, the dispatcher should immediately connect the LEP caller to the authorized interpreter.

If no authorized interpreter is available or the dispatcher is unable to identify the caller's language, the dispatcher will contact the contracted telephonic interpretation service and establish a three-party call connecting the dispatcher, the LEP individual and the interpreter.

Dispatchers should be courteous, patient and respectful when dealing with the public.

802.4.1 EMERGENCY CALLS

A call is considered an emergency when there is an immediate or potential threat to life or serious property damage, and the timely arrival of public safety assistance is of the utmost importance. A person reporting an emergency should not be placed on hold until the dispatcher has obtained all necessary information to ensure the safety of the responding department members and affected individuals.

Emergency calls should be dispatched immediately. The Watch Commander shall be notified of pending emergency calls for service when department members are unavailable for dispatch.

802.4.2 NON-EMERGENCY CALLS

A call is considered a non-emergency call when there is no immediate or potential threat to life or property. A person reporting a non-emergency may be placed on hold, if necessary, to allow the dispatcher to handle a higher priority or emergency call.

The reporting person should be advised if there will be a delay in the dispatcher returning to the telephone line or when there will be a delay in the response for service.

802.5 RESPONSIBILITIES

802.5.1 COMMUNICATIONS MANAGER

The Chief of Police shall appoint and delegate certain responsibilities to a Communications Manager.

The responsibilities of the Communications Manager include, but are not limited to:

- (a) 1. (a) Overseeing the efficient and effective operation of Integrated Security Response Center in coordination with supervisors.
- (b) Scheduling and maintaining supervisors time records
- (c) Ensuring the radio, telephone, CAD, and recording systems are operational. Regularly assessing existing systems to ensure they align with the current operational requirements of the police department.
- (a) Recordings shall be maintained in accordance with the established records retention schedule and as required by law.
- (d) Maintaining Integrated Security Response Center database systems.

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- (e) Maintaining and updating Integrated Security Response Center procedures manual.
 - (a) Procedures for specific types of crime reports may be necessary. For example, specific questions and instructions may be necessary when talking with a victim of a sexual assault to ensure that his/her health and safety needs are met, as well as steps that he/she may take to preserve evidence.
 - (b) Ensure all staff is knowledgeable and train on appropriate policies, procedures, and guidelines established by law, and in accordance to policy and best practices.
- (f) Handling internal and external inquiries regarding services provided and accepting personnel complaints in accordance with the Personnel Complaints Policy.
- (g) Assist in the selection, supervision, and evaluation in personnel. Ensuring provisions for training and development. Recommend and/or initiate internal investigations and disciplinary actions are necessary.
- (h) Consult with command staff and supervisors on relevant issues and work collaboratively on strategies to progressively address areas of concern, and recognize successful accomplishments made individually, and as a Communications Center.
- (i) Maintain effective working relationships by communicating effectively and transparently across all relevant departments and allied agencies.

802.5.2 COMMUNICATIONS SUPERVISOR

~~The -shall appoint and delegate certain responsibilities to a -~~ The Communications Supervisor is directly responsible to the ~~Lieutenant of Support Services~~ Communications Manager or the authorized designee.

The responsibilities of the Communications Supervisor include, but are not limited to:

- (a) Overseeing the efficient and effective operation of Integrated Security Response Center in coordination with the Communications Manager and other supervisors.
- (b) Scheduling and maintaining dispatcher time records.
- (c) Supervising, training and evaluating dispatchers.
- (d) Processing requests for copies of the Integrated Security Response Center information for release.
- (e) ~~Ensuring the radio and telephone recording system is operational.~~
 - 1. ~~Recordings shall be maintained in accordance with the established records retention schedule and as required by law.~~
- (f) ~~Processing requests for copies of - information for release.~~

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- (g) ~~Maintaining database systems.~~
- (h) ~~Maintaining and updating procedures manual.~~
 - 1. ~~Procedures for specific types of crime reports may be necessary. For example, specific questions and instructions may be necessary when talking with a victim of a sexual assault to ensure that his/her health and safety needs are met, as well as steps that he/she may take to preserve evidence.~~
 - 2. ~~Ensuring dispatcher compliance with established policies and procedures.~~
- (i) ~~Handling internal and external inquiries regarding services provided and accepting personnel complaints in accordance with the Personnel Complaints Policy.~~

802.5.3 DISPATCHERS

Dispatchers report to the Communications Supervisor. The responsibilities of the dispatcher include, but are not limited to:

- (a) Receiving and handling all incoming and transmitted communications, including:
 - 1. Emergency 9-1-1 lines.
 - 2. Business telephone lines.
 - 3. Telecommunications Device for the Deaf (TDD)/Text Telephone (TTY) equipment.
 - 4. Radio communications with department members in the field and support resources (e.g., fire department, emergency medical services (EMS), allied agency law enforcement units).
 - 5. Other electronic sources of information (e.g., text messages, digital photographs, video).
- (b) Documenting the field activities of department members and support resources (e.g., fire department, EMS, allied agency law enforcement units).
- (c) Inquiry and entry of information through Integrated Security Response Center, department and other law enforcement database systems (CLETS, DMV, NCIC).
- (d) Monitoring department video surveillance systems.
- (e) Maintaining the current status of members in the field, their locations and the nature of calls for service.
- (f) Notifying the Watch Commander or field supervisor of emergency activity, including, but not limited to:
 - (a) Vehicle pursuits.
 - (b) Foot pursuits.
 - (c) Assignment of emergency response.

802.6 RADIO COMMUNICATIONS

The police radio system is for official use only, to be used by dispatchers to communicate with department members in the field. All transmissions shall be professional and made in a calm,

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businesslike manner, using proper language and correct procedures. Such transmissions shall include, but are not limited to:

- (a) Members acknowledging the dispatcher with their radio identification call signs and current location.
- (b) Dispatchers acknowledging and responding promptly to all radio transmissions.
- (c) Members keeping the dispatcher advised of their status and location.
- (d) Member and dispatcher acknowledgements shall be concise and without further comment unless additional information is needed.

The Communications Supervisor shall be notified of radio procedure violations or other causes for complaint. All complaints and violations will be investigated and reported to the complainant's supervisor and processed through the chain of command.

802.6.1 FEDERAL COMMUNICATIONS COMMISSION COMPLIANCE

Bay Area Rapid Transit Police Department radio operations shall be conducted in accordance with Federal Communications Commission (FCC) procedures and requirements.

802.6.2 RADIO IDENTIFICATION

Radio call signs are assigned to department members based on factors such as duty assignment, uniformed patrol assignment and/or member identification number. Dispatchers shall identify themselves on the radio with the appropriate station name or number, and identify the department member by his/her call sign. Members should use their call signs when initiating communication with the dispatcher. The use of the call sign allows for a brief pause so that the dispatcher can acknowledge the appropriate department member. Members initiating communication with other law enforcement or support agencies shall use their entire radio call sign, which includes the department station name or number.

802.7 AUDIO RECORDING OF RADIO AND TELEPHONE

The Communications Division will maintain a system for recording and immediate playback of all telephone and radio transmissions within the Integrated Security Response Center (ISRC). The records shall be maintained in accordance with the SF Bay Area Rapid Transit District Retention Policy, unless the communication is identified as being needed as evidence. Those recordings identified will be copied and placed into evidence. All non-evidence audio recordings will be maintained for a minimum of 90 days.

The ~~Support Services Division Lieutenant~~ Communications Manager shall assure that security measures are in place and maintained for the digital recordings referred in this section.

Review of the recordings are available for immediate review by Department personnel for business purposes. Supervisors and managers may review audio recording for purposes of quality control, evaluation and training.

External requests for copies of audio recordings from the Integrated Security Response Center shall be routed through the Communications ~~Supervisor~~ Manager or his/her designee.

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802.8 VICTIM/WITNESS REQUESTS FOR INFORMATION

The following are procedures for communications personnel to respond to victim/witness requests for information and/or services to include initial and subsequent requests:

- Determine what the caller wants or is asking for.
- Advise the caller that we can either assist with the request or refer them to an outside agency.
- If their request can be handled by this agency, we will provide those services.
- If their request cannot be handled by this agency, we will transfer the caller to the appropriate agency for service.

802.9 DOCUMENTATION

It shall be the responsibility of Integrated Security Response Center to document all relevant information on calls for service or self-initiated activity. Dispatchers shall attempt to elicit, document and relay as much information as possible to enhance the safety of the member and assist in anticipating conditions that may be encountered at the scene. Desirable information would include, at a minimum:

- Incident control number.
- Date and time of request.
- Name and address of the reporting person, if possible.
- Type of incident reported.
- Involvement of weapons, drugs and/or alcohol.
- Location of incident reported.
- Identification of members assigned as primary and backup.
- Time of dispatch.
- Time of the responding member's arrival.
- Time of member's return to service.
- Disposition or status of reported incident.

802.10 CONFIDENTIALITY

Information that becomes available through Integrated Security Response Center may be confidential or sensitive in nature. All members of Integrated Security Response Center shall treat information that becomes known to them as confidential and release that information in accordance with the Protected Information Policy.

Automated data, such as Department of Motor Vehicle records, warrants, criminal history information, records of internal police files or medical information, shall only be made available to

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authorized law enforcement personnel. Prior to transmitting confidential information via the radio, an admonishment shall be made that confidential information is about to be broadcast.

802.11 TRAINING AND CERTIFICATION

Dispatchers shall receive training consistent with minimum standards established by POST (Penal Code § 13510).