

<b>YORK-POQUOSON SHERIFF'S OFFICE</b>	<b>GENERAL ORDERS</b>
<b>SUBJECT: Emergency Communications</b>	<b>NUMBER: GO 2-48</b>
<b>EFFECTIVE DATE: May 15, 2019</b>	<b>REVIEW DATE: March 19, 2019</b>
<b>AMENDS/SUPERSEDES: GO 2-48, April 3, 2009</b>	<b>APPROVED:</b>  Sheriff
<b>VLEPSC: ADM.24.01, ADM.24.02, ADM.24.03, ADM.24.04, ADM.24.05, ADM.24.06, ADM.24.07, ADM.24.08, ADM.24.09, ADM.24.10, OPR.01.06</b>	

1 **INDEX WORDS**

- 2
- 3 Alarms
- 4 CAD (Computer aided dispatch)
- 5 Emergency Communications Division
- 6 FCC (Federal Communications Commission)
- 7 NCIC
- 8 Playback, audio
- 9 Radio
- 10 Security
- 11 Telephone
- 12 Teletype
- 13 VCIN

14

15 **POLICY**

16

17 York County Emergency Communications provides communications services to the York-

18 Poquoson Sheriff's Office, Fire and Life Safety, and other public service agencies. The

19 Emergency Communications Division also provides the York-Poquoson Sheriff's Office with

20 access to local, state, and federal criminal justice information systems.

21

22 **PURPOSE**

23

24 To explain Sheriff's Office communication procedures and practices.

25

26 **PROCEDURES**

- 27
- 28 • Responsibilities
    - 29 ○ As the agency CEO, the Sheriff has both the authority and responsibility for all
    - 30 communication functions involving Sheriff's Office operations.
    - 31 ○ The Sheriff shall coordinate communications matters with the Manager of Emergency
    - 32 Communications.
      - 33 ▪ The Sheriff may appoint a communications liaison officer to handle day-to-day
      - 34 coordination of all communications efforts with Emergency Communications
      - 35 Division management.

36  
37  
38  
39  
40  
41  
42  
43  
44  
45  
46  
47  
48  
49  
50  
51  
52  
53  
54  
55  
56  
57  
58  
59  
60  
61  
62  
63  
64  
65  
66  
67  
68  
69  
70  
71  
72  
73  
74  
75  
76  
77  
78  
79  
80

- Meeting FCC Requirements
  - The York-Poquoson Sheriff’s Office, the County of York, Virginia is licensed to operate on assigned radio frequencies by the Federal Communications Commission (FCC).
  - All dispatchers shall comply not only with Sheriff’s Office and 911 Emergency Communications Center operating procedures, but also with the rules and regulations of the Federal Communication Commission.
  
- Capabilities
  - The 911 Emergency Communications Center maintains and operates a modern, well-disciplined, and sophisticated communications system.
    - The system provides continuous, 24-hour, two-way radio communications between the 911 Emergency Communications Center, Sheriff’s Office vehicular and portable radios, as well as other federal, state, and public safety agencies.
    - Every deputy sheriff engaged in a law enforcement assignment will have access to radio communications through the use of both a mobile radio and a portable Radio.
  
  - The 911 Emergency Communications Center maintains an intra-departmental and inter-departmental communications network including a automated data communication/information network to facilitate management control.
    - All methods of departmental communication, to include radio, telephone, email and messaging are reserved for official business only.
  
- Telephone Procedures
  - 24-hour, land line and Cellular call and texting toll free service.
    - The Emergency Communications Division provides the Sheriff’s Office with 24-hour, toll-free land line and cellular telephone access for emergency calls for service through the E911 telephone system.
    - The system has a single emergency phone number, 911, and prominently displays it in phone books, on Sheriff’s vehicles, public phones, and in other conspicuous places.
  
  - Receipt of information by telephone
    - The dispatcher shall be responsible for completing a Computer Aided Dispatch (CAD) record for each call for law enforcement service.
    - Normally, a CAD record will be prepared in the following cases:
      - ❖ Citizen complaints;
      - ❖ Citizen reports of crime;
      - ❖ Citizen requests for non-emergency assistance,
      - ❖ Follow-up requests;
      - ❖ Incidents involving arrests, citations, or summons;
      - ❖ All situations where a deputy is dispatched;
      - ❖ Daily log entries such as:

- 81                           ➤ Deputies marking on or off duty,  
82                           ➤ Deputies marking out on and clearing from calls for service.  
83
- 84     • Obtaining and Recording Information
    - 85       ○ Information for completing these records will be obtained from the complainant such  
86       as:
      - 87         ▪ Complainants name,
      - 88         ▪ Address,
      - 89         ▪ Telephone number, etc.
    - 90
    - 91       ○ Any information that is needed, but not known by the dispatcher, may be obtained  
92       from the deputy assigned after the call is completed.
    - 93       ○ The following information shall be recorded:
      - 94         ▪ CAD generated Incident number,
      - 95         ▪ Date and time of call for service,
      - 96         ▪ Name and address of complainant, if provided,
      - 97         ▪ Nature of call for service or type of incident reported,
      - 98         ▪ Location of incident reported,
      - 99         ▪ Identification, by unit number of deputy(s) assigned as primary and backup,
      - 100        ▪ Time of dispatch,
      - 101        ▪ Time of deputy arrival,
      - 102        ▪ Time of deputy return to service,
      - 103        ▪ Disposition or status of reported incident
      - 104        ▪ Any other pertinent information as it relates to the call.
    - 105
    - 106       ○ The Emergency Communications Division shall maintain a retention schedule for  
107       data captured in the CAD system.
      - 108         ▪ Data shall be retained for a minimum period of 2 (two) years.
      - 109         ▪ Data may be purged as required after the two-year period.
    - 110
    - 111       ○ Additional information to enhance officer safety shall be solicited by dispatchers  
112       when handling requests involving calls of a violent nature or crimes in progress.
    - 113       ○ Questions that shall be asked include, but are not restricted to:
      - 114         ▪ Are any weapons involved, and/or available?
      - 115         ▪ Are suspects still at the location?
      - 116         ▪ Direction of fleeing suspect,
      - 117         ▪ Suspect and vehicle description,
      - 118         ▪ Is anyone injured, etc.?
    - 119
    - 120       ○ The 911 Emergency Communications Center maintains the capability of immediate  
121       playback of recorded telephone and radio conversations as well as continuous  
122       recording of radio transmissions and emergency telephone conversations within the  
123       communications center.
    - 124       ○ The Emergency Communications Division shall:
      - 125         ▪ Retain audio records for a minimum of six (6) months.

- 126                   ▪ Ensure the secure handling and storage of audio records; and
- 127                   ▪ Establish criteria and procedures for reviewing and recording conversations.
- 128                    ❖ See Emergency Communications Policy 2008C.
- 129
- 130           • Radio Communications Procedures
- 131            ○ Circumstances requiring radio communications by field deputies vary depending on
- 132            the situation.
- 133            ○ Deputies shall relay all information, via the Sheriff's radio system, concerning:
- 134            ▪ Traffic stops to include:
- 135            ❖ Location of stop,
- 136            ❖ Vehicle license plate information,
- 137            ❖ Arrival on scene of a call for service,
- 138            ❖ Clearance and disposition from a call for service,
- 139            ❖ Be on the look-out information, and
- 140            ❖ Any other pertinent information necessary to perform their duty.
- 141
- 142            ○ Radio communications shall be facilitated using plain language.
- 143            ○ Deputies shall remain on the primary assigned talk group, unless directed to another
- 144            talk group by a supervisor.
- 145            ○ The #1 position on all radios shall be the primary York-Poquoson Sheriff's Office
- 146            dispatch channel.
- 147            ▪ In the event that a deputy becomes lost in the system, communication can quickly
- 148            be established with dispatch by turning the talk group channel selector knob to the
- 149            #1 position in any radio talk group.
- 150
- 151            ○ Lengthy discussion or disagreement relating to an assigned call for service shall not
- 152            take place over the radio.
- 153            ○ Conflicts in reference to an assigned call for service will be directed to and resolved
- 154            by the on-duty shift supervisor.
- 155            ○ Deputies shall notify the dispatcher whenever they are out of service for any reason.
- 156            ▪ The dispatcher shall note the time and reason within the CAD system.
- 157
- 158           • Emergency Radio Alert
- 159            ○ In cases where emergency is required, Deputies may utilize the emergency button on
- 160            either the mobile or portable radio, or by pressing the F3 button on Mobile Data
- 161            Terminal to alert Dispatch personnel and on-duty field personnel of an emergency.
- 162            ▪ Field personnel will be alerted by hearing an audible alert tone and will also have
- 163            the unit ID of the Deputy activating the emergency button displayed on their radio.
- 164
- 165            ○ Once the emergency button is activated, the activating device mobile or portable radio
- 166            will have a hot mic for ten (10) seconds.
- 167            ▪ During that time, the Dispatcher and other field units will be able to hear any
- 168            traffic originating from the emergency button.
- 169

- 170           ○ The Alert shall then be acknowledged at the radio console in the 911 Emergency  
171           Communications Center.
- 172           ▪ The dispatcher shall attempt to contact the unit based upon the unit ID, which  
173           appears on the dispatch console.
- 174           ▪ Upon verification of an emergency or inability to contact the deputy who activated  
175           the emergency alert tone, the Dispatcher shall immediately hit the alert tone and  
176           notify all units to hold all emergency traffic.
- 177
- 178           ○ To reset the emergency button, press and hold the emergency button down until a  
179           continuous exit tone is heard.
- 180
- 181       ● Unit Radio Call Identification Number Assignments
- 182           ○ All sworn Sheriff's Office members shall be assigned a unique Unit Identification  
183           radio call number.
- 184           ○ The following Unit call numbers shall be used:
- 185           ▪ Sheriff
- 186            ❖ Unit 1
- 187
- 188           ▪ Chief Deputy
- 189            ❖ Unit 2
- 190
- 191           ▪ Patrol Division Commander
- 192            ❖ Unit 3
- 193
- 194           ▪ Administrative Division Commander
- 195            ❖ Unit 4
- 196
- 197           ▪ Court Security/Civil Process Division Commander
- 198            ❖ Unit 100
- 199
- 200           ▪ Investigations Division Commander
- 201            ❖ Unit 200
- 202
- 203           ▪ Community Services Division Commander
- 204            ❖ Unit 300
- 205
- 206           ▪ All other unit numbers shall be assigned dependent upon the division that the  
207           deputy is assigned to.
- 208
- 209       ● Mutual Aid Requests
- 210           ○ Dispatchers frequently receive patrol unit requests for assistance or service from other  
211           agencies.
- 212           ○ All mutual aid request for assistance shall be in accordance with [RR 1-17](#)  
213           [Jurisdiction-Mutual Aid](#).
- 214           ○ Assistance provided by these agencies shall be secured as follows:

- 215
- 216
- 217
- 218
- 219
- 220
- 221
- 222
- 223
- 224
- 225
- 226
- 227
- 228
- 229
- 230
- 231
- 232
- 233
- 234
- 235
- 236
- 237
- 238
- 239
- 240
- 241
- 242
- 243
- 244
- 245
- 246
- 247
- 248
- 249
- 250
- 251
- 252
- 253
- 254
- 255
- 256
- 257
- 258
- 259
- Law Enforcement Mutual Aid:
    - ❖ Contacted may be made by telephone via the 911 Emergency Communications Center, or
    - ❖ Directly by radio depending upon urgency.
    - ❖ Fire/Rescue equipment – contacted by radio on respective frequencies.
  - Wreckers/Tow service
    - ❖ Contacted by telephone via the 911 Emergency Communications Center, in accordance with [GO 2-33, Towing of Vehicles](#).
  - Virginia Natural Gas, Dominion Virginia Power, Newport News Waterworks, Cox Communications, VDOT
    - ❖ Contacted by telephone via the 911 Emergency Communications Center.
  - Social Services, Juvenile In-take, Colonial Mental Health, SANE, Domestic Violence Shelters
    - ❖ Contacted by telephone via the 911 Emergency Communications Center and in accordance with [GO 2-30, Child Abuse](#), [GO 2-29, Juvenile Procedures](#), [GO 2-55, Mental Health Response](#), [GO 2-31, Sexual Assault](#), and [GO 2-32 Domestic Violence](#).
  - Radio Communications
    - Plain language shall be used when conducting radio communications.
    - The phonetic alphabet shall be used to denote individual letters.
    - Phonetic Alphabet:
      - Alpha
      - Bravo
      - Charlie
      - Delta
      - Echo
      - Foxtrot
      - Golf
      - Hotel
      - India
      - Juliet
      - Kilo
      - Lima
      - Mike
      - November
      - Oscar
      - Papa
      - Quebec
      - Romeo
      - Sierra
      - Tango

- 260           ▪ Uniform  
261           ▪ Victor  
262           ▪ Whiskey  
263           ▪ X-Ray  
264           ▪ Yankee  
265           ▪ Zulu  
266  
267           ○ The 911 Emergency Communications Center shall be responsible for radio  
268           dispatching of patrol units.  
269           ▪ When the on-duty supervisor has knowledge of a situation that requires a change  
270           to the dispatched response of patrol units, he or she shall immediately advise  
271           communications of such change.  
272  
273           ○ Dispatchers shall assign deputies to specific types of calls per standard operating  
274           procedures located in the Emergency Communications Center.  
275  
276       • Alert Tones  
277           ○ The dispatcher shall use an alert tone to alert field units that an emergency or  
278           hazardous situation exists.  
279           ○ To enhance officer safety, the dispatcher will activate the alert tone button for a  
280           period of 1 to 2 seconds prior to dispatching emergency life-threatening calls, or  
281           messages of the following type:  
282           ▪ Threat to life,  
283           ▪ Great danger of serious injury,  
284           ▪ Major property damage;  
285           ▪ Active felony,  
286           ▪ Violent misdemeanor in progress, or  
287           ▪ Where a felony or violent misdemeanor has occurred and it is probable that the  
288           suspects are at the scene or in the area, including domestic situations;  
289  
290           ○ Depending upon the nature of the emergency, the alert tone may be a single tone or a  
291           dual tone alert.  
292           ▪ Additionally, a channel marker (audio signal) is initiated to remind all units that  
293           the air is clear.  
294           ❖ Upon hearing an alert tone or channel marker, all units must clear the air until  
295           further notice.  
296           ❖ Only units responding to or with information pertinent to the call in which the  
297           alert tone was sounded, shall conduct radio traffic as long as the air is cleared.  
298  
299           ○ For a deputy needing immediate emergency assistance, a dual tone alert button will be  
300           activated by the dispatcher for a period of 1 to 2 seconds to alert all active units of this  
301           specific type of emergency.  
302           ▪ Additionally, a channel marker (audio signal) is initiated to remind all units that  
303           the air is clear.  
304

- 305 ○ The call types identified above will automatically require the dispatching of a back-up
- 306 unit.
- 307 ○ Shift supervisors shall be notified and will proceed to and assume command of the
- 308 following types of incidents:
- 309     ▪ Serious injuries to a law enforcement officer;
- 310     ▪ Accidents involving a Sheriff's Office vehicle,
- 311     ▪ Major crimes to include:
- 312         ❖ Murder,
- 313         ❖ Bank robbery,
- 314         ❖ Escape from custody,
- 315         ❖ Other serious crime,
- 316         ❖ Maiming where death may occur,
- 317         ❖ Barricade/hostage situations;
- 318         ❖ Disasters, catastrophes, or severe weather producing emergency conditions;
- 319         ❖ Complaints or incidents involving a law enforcement officer;
- 320         ❖ Serious accidents, injuries, or incidents involving county personnel or
- 321         property;
- 322         ❖ Any other incidents where shift supervisors are requested.
- 323
- 324 ○ The primary method of communication with Central Dispatch shall be via radio
- 325 communications.
- 326 ○ Unless sensitive in nature, all traffic concerning calls shall be made via radio
- 327 communications.
- 328
- 329 ● Cellular Telephones
- 330 ○ All cellular telephone communications shall be made in an accurate, concise, and
- 331 business-like manner.
- 332 ○ Cellular telephones and pagers shall be turned off or placed in the vibrate mode while
- 333 attending court or in public places where the noise would be disruptive or annoying to
- 334 others.
- 335 ○ All cellular telephones procedures shall apply to both County issued and personally
- 336 owned cellular telephones when used to conduct Sheriff's Office business.
- 337 ○ The use of cellular telephones should be limited while operating Sheriff's Office
- 338 vehicles.
- 339 ○ Deputies shall use extreme caution and must adhere to the following guidelines:
- 340     ▪ Cellular telephones should not be dialed while the vehicle is in motion unless:
- 341         ❖ The phone is equipped with "hands free" operation, or
- 342         ❖ When there is an immediate requirement to conduct business involving an
- 343         emergency or critical situation.
- 344
- 345     ▪ Cellular telephone calls shall not be made or received during times when the
- 346         vehicle is in motion and a prisoner is being transported unless:
- 347         ❖ The phone is equipped with "hands free" operation, or
- 348         ❖ When there is an immediate requirement to conduct business involving an
- 349         emergency or critical situation.

350  
351  
352  
353  
354  
355  
356  
357  
358  
359  
360  
361  
362  
363  
364  
365  
366  
367  
368  
369  
370  
371  
372  
373  
374  
375  
376  
377  
378  
379  
380  
381  
382  
383  
384  
385  
386  
387  
388  
389  
390  
391  
392  
393

- Deputies shall not use cellular telephones during vehicle pursuits and emergency incident responses.
- Deputies shall not utilize cellular telephones in lieu of normal radio communications such as:
  - ❖ Marking on or off duty,
  - ❖ Marking on scene to calls for service, or
  - ❖ As a primary means of providing information during calls for service.
    - This practice prevents the monitoring of potential critical information by other deputies and/or supervisors.
- The telephone may be used in lieu of radio communications in the following situations:
  - ❖ Marking on or off Duty if the deputy's radio is inoperable,
  - ❖ There is existing emergency traffic and another talk group has not been designated for normal radio traffic,
  - ❖ The deputy is working in an undercover capacity with no immediate access to a radio,
  - ❖ To alert the Emergency 911 Communications Center to information regarding special operations,
  - ❖ When the information being provided to the 911 Emergency Communications Center is of such a length that it would unnecessarily disrupt or tie up the radio channel.

- Access to Resources

- Emergency Communication Division personnel have immediate access to the following York County Sheriff's Office resources:
  - On-duty supervisor (Officer-in-charge);
  - Duty roster of all personnel;
  - Telephone contact number of every agency member;
  - Visual maps detailing the agency's service area;
  - Deputy duty status information;
  - Written procedures and telephone numbers for procuring emergency and necessary external services to the agency;
  - Standard operating procedures, tactical dispatching plans.

- Automated Data Communication Information Systems

- The VCIN terminal provides access to:
  - Local and regional law enforcement information networks,
  - State-wide information resources:
    - ❖ The Virginia Criminal Information Network (VCIN),
    - ❖ Department of Motor Vehicle Records (DMV), and
    - ❖ The National Crime Information Center (NCIC).

- 394           ○ Messages entered by emergency communications personnel that are filed and  
395 maintained in the communications include:  
396           ▪ Stolen vehicles,  
397           ▪ Stolen articles,  
398           ▪ Stolen weapons,  
399           ▪ Wanted/missing persons,  
400           ▪ Protective orders.  
401  
402           ○ Similar message files are maintained and record the clearance of entries listed above.  
403           ○ In order for wanted persons, missing persons, stolen property, stolen vehicles, etc., to  
404 be entered into the system, the following conditions must be satisfied:  
405           ▪ Dispatchers, after making wanted, stolen, or missing person entries, shall attach a  
406 copy of the entry message to the related report or warrant.  
407           ❖ This paperwork will be filed with a copy of the warrant or offense/incident  
408 report, pursuant to NCIC/VCIN guidelines.  
409  
410       • Alarms  
411           ○ See [GO 2-13, Alarms](#).  
412           ○ Dispatchers shall follow the tactical dispatch plans that are a part of the Standard  
413 Operations Procedures of the Emergency Communications Center.  
414           ○ General dispatch responsibilities:  
415           ▪ For all alarms, dispatchers shall assign deputies to respond according to the priority  
416 appropriate to the circumstances and nature of the alarm.  
417           ❖ If the alarm company advises that they have confirmed with the protected  
418 premises that a crime has occurred, the dispatcher shall treat the event as a  
419 robbery or burglary and assign deputies accordingly.  
420  
421           ▪ The dispatcher shall immediately attempt telephone contact with the business, if  
422 during working hours, or home until the responding deputy determines and advises  
423 the dispatcher that the alarm was false.  
424           ❖ If the telephone call goes unanswered, responding units shall be so advised.  
425           ❖ Deputies shall also be notified if an answering machine picks-up on call back.  
426  
427           ○ Activated alarms, dispatching, response and notification  
428           ▪ Two deputies shall normally be dispatched for routine alarms calls.  
429           ▪ Two deputies and a supervisor shall be immediately dispatched to hold-up alarms.  
430           ▪ Dispatchers shall immediately initiate and maintain telephone contact with the  
431 business or homeowner until such time that the responding deputy(s) arrives on-  
432 scene.  
433           ❖ Dispatchers shall telephone businesses only during working hours.  
434           ❖ If the telephone call goes unanswered, responding units shall be advised of  
435 such.  
436  
437           ○ Alarm monitoring



- 483
- 484
- 485
- 486
- 487
- 488
- 489
- 490
- 491
- 492
- 493
- 494
- 495
- 496
- 497
- 498
- 499
- 500
- 501
- 502
- 503
- 504
- 505
- 506
- 507
- 508
- 509
- 510
- 511
- 512
- 513
- 514
- 515
- 516
- 517
- 518
- 519
- 520
- 521
- 522
- 523
- 524
- 525
- 526
- 527
- The log shall be accessible at all times to visitors and is maintained immediately inside the 911 Emergency Communications Center Dispatch area.
      - For the purposes of the log, a visitor is described as:
        - ❖ Any individual employed outside of the 911 Emergency Communications Center.
    - The following personnel shall be authorized to have direct access to the Emergency Communications Center and Dispatch Area by use of an assigned access code:
      - The Sheriff,
      - The Chief Deputy,
      - Sheriff's Office Division Commanders,
      - Sheriff's Office Supervisors,
      - Sheriff's Office Investigators,
      - Designated Sheriff's Office civilian staff.
      - ❖ The above listed individuals are not required to sign the 911 Communications Dispatch Area access log.
    - The following personnel are authorized access to the 911 Communications Center via intercom request and must sign in on the 911 Communications Dispatch Area Access Log when entering the Dispatch Area of the 911 Communications Center:
      - York-Poquoson Sheriff's Office deputies, not listed above,
      - Other Law enforcement personnel on official business,
      - Other civilian employees of the York-Poquoson Sheriff's Office, not listed above.
    - Visitors, except those employed by the Sheriff's Office and Department of Fire and Life Safety, that are not listed as having direct access will not be permitted into the Emergency Communications Center after hours unless approved by the Sheriff, Fire Chief, or 911 Emergency Communications Manager or his designee.
      - All requests for tours of the Center shall be referred to the 911 Emergency Communications Center Manager or his designee.
    - Visitors to the Sheriff's Office must enter through the main entrance at the front of the public safety building.
      - Un-escorted access to the Sheriff's Office by on duty 911 Emergency Communications Center personnel is permitted only during regular business hours (0830-1700), Monday through Friday.
      - ❖ On duty 911 Emergency Communications Center personnel may access the vending area at the rear door of the Sheriff's Office after normal business hours.
  - Protection and Back-up Resources
    - The Emergency Communications Division has the capability to transfer communications operations to a secondary location in the event of:
      - A catastrophic failure,
      - Fire,

- 528
- 529
- 530
- 531
- 532
- 533
- 534
- 535
- 536
- 537
- 538
- 539
- 540
- 541
- 542
- 543
- 544
- 545
- 546
- Terrorist attack,
  - Flooding or other natural disaster, or similar emergency.
  - See Communications Division Policy 2005C.
- The 911 Emergency Communications Center, Sheriff's Office and Emergency Operations Center located in the Public Safety building has an secured alternate power source for electrical power that is sufficient to ensure the continued operation of emergency communications and operations, of which the control panel is accessible only by authorized personnel.
    - See Emergency Communications Policy 2006C.
    - In the event of the failure of the primary power source, a diesel- powered generator will automatically start to provide the necessary power.
      - ❖ The generator is automatically tested weekly and receives preventative maintenance.
      - ❖ An uninterrupted power supply (UPS) is provided and the center meets all state code and industry standards for equipment protection.
  - Should the primary radio equipment fail, back-up communications equipment has been custom built into the console as a back-up in case of primary system failure.