WEST NORRITON TOWNSHIP POLICE DEPARTMENT

Subject: Communications	**Policy # 3.3.1**
Accreditation 3.3.1 through 3.3.4	
Effective Date: May 29, 2008	**Revised Date: July 14, 2016**
By Authority Of: Chief A. Dale Mabry	**Signature:**

3.3.1 COMMUNICATIONS

A. PURPOSE

Communications is an essential element for the command and control of police field operations. The purpose of the General Order is to describe the administrative functions of the communications component for the West Norriton Township Police Department and those external organizations providing communications services for the department.

B. POLICY

It shall be the policy of the West Norriton Township Police Department that all personnel comply with the provisions of this General Order.

C. 24 Hour Telephone Access

1. The Montgomery County Emergency Dispatch Services provides the radio dispatching service to the West Norriton Township Police Department.

2. The Montgomery County Emergency Dispatch Services provides this service on a 24 hour per day, 7 day per week, 52 weeks per year basis.

3. The Montgomery County Emergency Dispatch Services can be reached 24 hours per day at the following toll free numbers:

   a. 9-1-1 for emergencies
   b. 610-630-1700 for non-emergencies

D. Single Emergency Telephone Number

1. The Montgomery County Emergency Dispatch Services can be reached for emergency calls for the West Norriton Township Police Department by dialing "9-1-1" from anywhere within West Norriton Township.

E. 24 Hour Radio Communications

1. The Montgomery County Emergency Dispatch Services provides two-way radio

dispatch services providing continuous communications between the communications center and the officers on duty for the West Norriton Township Police Department on a 24 hour per day basis.

2. The Montgomery County Emergency Dispatch Services maintains an alternate source of electrical power that is sufficient to ensure continued operation in the event of a failure of the primary source of electricity. The alternate source of electrical power is maintained and tested on a monthly basis.

3. County dispatchers are permitted to provide lifesaving/first aid information over the telephone and the radio system. All dispatchers who provide this information have been trained for this service and have access to emergency medical guidelines and materials.

4. All recorded radio transmissions and emergency telephone conversations shall be stored for a period of not less than 30 days.

5. County Radio shall have procedures for the secure handling and storing of recorded conversations.

6. County Radio shall have procedures for reviewing and copying of recorded conversations.

F. Immediate Playback of Phone Calls

1. The Montgomery Emergency Dispatch Services records all phone calls that are received on the emergency phone lines as well as all radio transmissions.

2. The recordings of the phone and radio transmissions are stored by the Montgomery County Emergency Dispatch Services for at least 30 days and are stored in a locked room to which access is restricted to supervisory personnel only.

3. An officer may contact the Shift Supervisor at the Dispatch Center and request to hear a recorded phone or radio transmission if the transmission has occurred recently. Copies of all recordings of phone and radio transmissions that are stored may be obtained by the submission of a written request by the Chief of Police.

G. Access to Criminal Justice Information Systems

1. The Montgomery County Emergency Dispatch Services has access to the following Criminal Justice Information Systems:

   a. National Crime Information Center (N.C.I.C.)
   b. Commonwealth Law Enforcement Assistance Network (C.L.E.A.N.)

H. Township Radio System

1. All idle chatter and personal business will be prohibited.

2. Units other than the unit(s) called will not respond to the call or the location unless ordered by a shift supervisor.

3. All calls from the Police Department to the Highway Department should be directed to the Highway Foreman for handling, if not available, call the Highway Superintendent.

4. Portable units are not to be given to anyone without approval from Administration.

5. Use of the township system to communicate with neighboring police departments will only be approved by the Shift Supervisor.

6. When using the township system to communicate with other police departments, use “West Norriton Car ___ to ___.”

7. Township radios will be set with channel 1 on priority scan to receive calls at all times.

8. Radios will be turned off at the end of each shift.

I. Use of Police Radio

1. Officers of the West Norriton Township Police Department will respond on all calls received regardless of whether the callers are identified or anonymous.

2. Whenever an officer receives a radio call to render a police service that will require the officer to exit his vehicle, the officer will say "on location” when he/she arrives at the scene and "available” or “clear" when the detail is completed.

3. Whenever an officer is on a call that required the Montgomery County Communication Center to conduct “status checks” on the call the officer shall not advise County Radio to disregard the status checks and shall answer them when they are called.

4. Whenever an officer receives a call for an incident that does not require the officer to exit his vehicle, the officer shall advise the Communications Center that he/she is "available” or “clear" once the call is completed. When officers are communicating with the Montgomery County Communications Center they shall use the prefix "62" and their assigned badge number to identify themselves.

5. When coming into the police station, officers should keep their portable radio with them at all times.

6. Officers shall notify the Shift Supervisor or OIC when they are going to be out of the vehicle at the station or at other locations unless it is on a call received from the Communications Center. When officers are conducting their vacation and security checks they shall advise the Shift Supervisor or OIC that they will be in and out of the car periodically. They shall again advise the Shift Supervisor or OIC that they have completed this assignment or have temporarily ended it and when it will resume.