

**ALLEGHENY
COUNTY 9-1-1
COMMUNICATIONS
CENTER**

**Standard Operating
Guidelines for
Police Communications**

**ALLEGHENY COUNTY 9-1-1 COMMUNICATIONS CENTER
STANDARD OPERATING GUIDELINES FOR POLICE**

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GENERAL POLICE GUIDELINES

Successful Police radio communication requires the coordinated efforts of the Telecommunicator “TCO” and field units. TCO’s are aware of demand for service, and important ever-changing, system-wide information. Individual field units have the best information regarding individual incidents in which they are involved. Because of this, full reciprocal cooperation is necessary between TCO’s and all units.

Except as noted otherwise, complaint guidelines set forth in this section will apply to all Police agencies normally handled by Allegheny County 9-1-1.

Throughout these guidelines, reference to the "Officer in Charge" (OIC) will mean the ranking officer currently on duty and in charge of the shift. With some agencies, the OIC may be the senior or lead officer on the shift, or the only officer on duty.

1. DISPATCHING CADENCE

Each police agency has an assigned county department number. Vehicle numbers and/or badge numbers will identify each unit. County will communicate the police units and police units will communicate with the County in the following manner.

Example: County to police units

County	7505, County
Police Unit	7505
County	123 Main Street, Residential Alarm
Police Unit	Received
County	15:22

Example: Police units to County

Police Unit	County 7505
County	7505
Police Unit	Residence checked, all is secure
County	17:23

Except in emergency situations, all units should wait for acknowledgment from County before transmitting a message. There is no need for long drawn out conversations.

When an Officer is leaving his vehicle to answer a call, he should advise County as in the following example: “County, (unit number), out at the Marriott.” The Officer should wait for a response from County, i.e., (unit), (time), before leaving his vehicle.

When an officer has completed the call and is back in their vehicle, they should advise County
“County (unit number), clear from the Marriott”

County will not accept clicking of the radio as an acknowledgement. In these cases the TCO will ask the “Clicker” to re-identify until they can identify the officer.

All radio transmission are to be concise and to the point.

Once the call has been given to the field unit and the call has been acknowledged, the TCO can then provide any additional details.

2. POLICE AGENCIES

EAST ZONE

EAST PD 1	
McKeesport PD	E1100
Penn State PD	E3300
Versailles PD	E1400
White Oak PD	E1200
Clairton PD	E5200
Elizabeth Boro PD	E1600
Elizabeth Twp PD	E1900
Glassport PD	E5600
Liberty PD	E1300
Lincoln PD	E4500
Port Vue PD	E3500
EAST PD 2	
Penn Hills PD	E3300
Plum PD	E4300
EAST PD 4	
Braddock PD	E2100
East McKeesport PD	E2500
North Braddock PD	E2400
Rankin PD	E3600
Turtle Creek PD	E3800
EAST PD 5	
Braddock Hills PD	E2200
Churchill PD	E2300
Edgewood PD	E2700
Forest Hills PD	E2800
Swissvale PD	E3700
Wilkins Twp PD	E4500
Wilkesburg PD	E4200

EAST PD 6	
Duquesne PD	E7500
Homestead PD	E5700
Munhall PD	E4700
West Homestead PD	E4800
Whitaker PD	E5300

NORTH ZONE

NTH PD DISP 1	
Aspinwall PD	N2400
Blawnox PD	N2500
Etna PD	N2600
Hampton Twp PD	N2800
Millvale PD	N3200
O'Hara Twp PD	N3300
Reserve Twp PD	N3400
Shaler Twp PD	N2100
Sharpsburg PD	N3500

NTH PDP DISP 2	
Fox Chapel PD	N2700
Franklin Park PD	N7400
Indiana Twp PD	N2900
McCandless PD	N6100
Northern Regional PD	N2200
Ross Twp PD	N6200
West Deer Twp PD	N2300
West View PD	N7200

NTH PD DISP 10	
Allegheny Valley PD	N1700
Brackenridge PD	N1500
East Deer Twp PD	N2100
Fawn Twp PD	N1300
Frazer Twp PD	N1900
Harmar Twp PD	N3700
Harrison Twp PD	N1400
Oakmont PD	N7700
Springdale PD	N1600
Tarentum PD	N1800
Verona PD	N3900

NTH PD DISP 11	
Avalon PD	N7100
Bellevue PD	N6900
Bell Acres PD	N8100
Edgeworth PD	N8600
Leet Twp PD	N8200
Leetsdale PD	N8400
Ohio Twp PD	N7500
Sewickley PD	N7300
Sewickley Heights PD	N7600

SOUTH ZONE

STH PD DISP 1

Baldwin Boro PD	S2100
Baldwin Twp PD	S1800
Brentwood PD	S2200
Castle Shannon PD	S1700
Dormont PD	S1900
Jefferson Hills PD	S2400
Mt. Lebanon PD	S4100
Pleasant Hills PD	S2500
South Park Twp PD	S2900

WEST PD DISP 1

Bridgeville PD	W3200
Carnegie PD	W3300
Collier Twp PD	W3400
Crafton PD	W1100
Crescent Twp PD	W7800
Green Tree PD	W3100
Heidelberg PD	W3200
Ingram PD	W1200
North Fayette PD	W3600
Oakdale PD	W3700
Scott Twp PD	W3800
South Fayette Twp PD	W3900

WEST PD S-1

Kennedy Twp PD	W2300
McKees Rocks PD	W1400
Robinson Twp PD	W1300
Stowe Twp PD	W1600
Allegheny County Housing PD	A1600

ACPDSO 1

Allegheny County Police	A1100, A1200 A1300
Allegheny County Sheriff	A8000, A8100 A8200, A8300 A8400, A8500 A8600, A8700

Allegheny County Housing PD A1600

AC PUB SFTY 1
Allegheny County Emergency Services
Allegheny County EMA
Allegheny County Fire Marshall
Allegheny County HAZMAT
Allegheny County EMS
Allegheny County Swift Water Rescue

CENTRAL

PGH POL 1
Pittsburgh PD Zone 1 C3100
Pittsburgh PD Zone 2 C3200

PGH POL 2
Pittsburgh PD Zone 3 C3300
Pittsburgh PD Zone 6 C3600

PGH POL 3
Pittsburgh PD Zone 4 C3400
Pittsburgh PD Zone 5 C3500

3. UPDATING AND RELAYING INFORMATION

Field Units should be given updated information as soon as it's received. When your incident number highlights, this indicates that additional information has been added to the call and should be immediately reviewed and relayed to the field units. Calls must be updated in the event entry to ensure CAD data is received by all disciplines involved.

Once an officer has acknowledged the receipt of call by giving an OK or Received to the TCO, the unit will be placed enroute.

4. RADIO REPEAT REQUEST

Due to the nature of two-way radio and the manner in which it is used in Public Safety Communications, there will be occasions when the TCO does not receive a satisfactory or understandable broadcast from a field unit.

When a repeat is required, the TCO should say, "Unit calling, repeat." Example: "Carnegie (unit number), repeat."

If the transmission is still not readable after one repeat and the cause of the missed message is correctable on the part of the field unit, the TCO may advise the unit why the transmission is not readable.

Example:

Weak Signal

Example: "7505, weak signal. Change your location if possible" If the unit can't change location send another unit if possible.

First part of message missing

Example: "Unit calling repeat"

County TCO's will not use phrases such as:

I was away from my desk

I was on the phone

I was on another channel

If a TCO did not hear a transmission, the only response that will be used is (unit # or unit repeat).

5. IMPROPER RADIO TRANSMISSIONS

Improper use of radio is prohibited and could possibly endanger lives.

Upon hearing violations from any personnel utilizing the radio system, the TCO shall take the following actions:

- Advise the unit of unauthorized use of the radio if it continues.
- Report the violation to the 9-1-1 Shift Commander
- The 9-1-1 Shift Commander will notify the police OIC and provide the name and unit number of person causing the violation, if known.
- If the person causing the problem is the OIC then the report will be forward to a higher authority.

Once the violation has been reported to the police the Shift Commander will document the incident on a Problem Acknowledgement Form and forward it to the appropriate police chief.

6. INDEX – CLEAN/NCIC

It is the policy of Allegheny County 9-1-1 that TCO's will query all traffic stops in CAD which require the query of a vehicle registration, OLN or name check or In Progress calls. Field units will only be directed to the CWI position (radio or telephone) when addition queries are needed such as criminal histories, gun registration checks or investigations. Case report numbers will only be assigned (CR#) to the departments requesting them. (updated 2/11/13)

For all entries into CLEAN/NCIC requiring an OCA – ACES TCO's will enter the OCA as the investigative report number on file with the entering agency. It is no longer valid to enter the CAD CCR#.

When the entering agency sends ACES the entry worksheet, it should contain the OCA of the police officers report on file at the station. In some cases, it might match the CAD, but in all cases it should match what the officer has on file at the station.

When entering NCIC queries into CAD, a verified address needs to be entered into the location field. If the officer is making a query via phone or radio and they are not on a stop, then their police station address is to be used as the location. TCO's are to confirm that these requests are conducted on a recorded phone line and identify the requestors call back number.

Example:

Police – County Index, 7505

County – 7505
Police – Registration on Pennsylvania XYZ-1234 County
– 12:21

By using the term COUNTY INDEX, it gives the TCO a chance to prepare to get the CLEAN/NCIC terminal or CAD screen before the information is given out, therefore decreasing the chance of the field unit having to repeat the message.

Positive responses on a suspended registration or license, the TCO will advise the officer of the type of suspension.

All NCIC/CLEAN queries not pertaining to incidents or traffic stops will be entered in CAD using the administrative code NCIC. Case numbers are only to be assigned if the department request one.

All NCIC/CLEAN queries made over the phone will be entered in CAD. Case numbers are only to be assigned if the department request one.

All complaints received pertaining to vehicles (illegally parked, abandoned, etc.) that require that an officer be dispatched too, the TCO will query the information for the officer prior to he/she asking for it.

TCO's are not to assign a case report number (CR#) to an incident that already has one. These situations will occur during NCIC transactions such as vehicles, articles, guns & missing person's cancellations. When these incidents occur, all the TCO will do is entering the recovery in CAD using NCIC type code. Since the call NCIC record already has a CR# assigned to it, there's no reason to assign a second one.

7. NOTIFICATIONS FOR WANTED PERSONS AND STOLEN VEHICLES

Anytime a Police Officer encounters a Wanted Person or Stolen Vehicle, it's the TCO's responsibility to ensure that such information is relayed to them in a safe manner. Therefore ALL positive responses that come back through either CLEAN/NCIC or JNET (for Wanted Persons or Stolen Vehicle) the following code will be used:

CONFIRM SOCIAL SECURITY NUMBER

When the words “Confirm Social Security Number” are transmitted to a police officer, the TCO will perform no other action.

When the officer is ready for the information to be relayed to them they will ask for it.

Example:

When a positive Hit Response on a registration or OLN check is received, The TCO will notify the police officer by using Confirm Social Security Number, which will advise the officer of the situation.

Dispatcher - 7505, County,

Police Officer - 7505

Dispatcher – 7505 Confirm Social Security Number

*Confirm Social Security Number lets the police officer know that he/she is out with a Wanted Person, Stolen Vehicle or any other type of hit that may be received.

At this point County will not perform any action until the field unit informs dispatch that they are ready to copy the information. If an officer doesn't acknowledge Confirm Social Security Number within 15 seconds, dispatch will immediately check on their status.

Once a police officer has been given Confirm Social Security Number information, TCO's should always ensure that the police officer has back-up either with them or enroute.

8. HIT RESPONSES

When an officer comes across a possible wanted person, stolen vehicle, missing person, stolen article, etc and the query returns a positive HIT, the TCO will refer to Section 7. Regarding responses HITS on CLEAN/NCIC all HITS are to be acknowledged by sending a HIT REQUEST to the entering agency. County will not cancel any HIT, which has not been entered by our center.

If the entering agency does not respond back to our center with a HIT CONFIRMATION, the TCO is to send a second request followed up by a phone call to that entering agency.

All HIT REQUEST/HIT responses are to be filed together.

9. TRAFFIC STOP/SUBJECT STOP PROCEDURE

County will perform the following steps when officers call out on traffic stops.

The TCO will make a CAD entry using “T” for traffic stop and assign a case report number (CR#) at some point during the incident. For subject stops, the TCO will make a CAD entry using “SS” and assign a case report number (CR#).

Examples:

T 7505 Shop N Save Washington Pike @ABC1234,

SS 7505 Olympia Shopping Center,

The TCO will run the registration/subject information through JNET and CLEAN/NCIC through CAD.

Once the information is received, the TCO will advise the officer that their information is ready and will LOGM .call# to the call referring to Section 7.

If the officer request operator’s information pertaining to the traffic stop, the TCO will run the information through JNET and CLEAN/NCIC through CAD.

For all Queries made through Penn DOT using an OLN, once a name and birth date are provided from the OLN query, the TCO will then make a second query using the name and date of birth.

The TCO will NOT run a criminal history check on any individual unless the officer request's.

The TCO will not call BCI, Pittsburgh Warrant Office, Allegheny County Sheriff's Warrant Office, or any other source to try and obtain information on routine traffic or subject stops, unless requested to do so by the officer.

The TCO will inform officers of a pickup or lift order from vehicles when NCIC/CLEAN information indicates that there is a suspension. Just inform them of the suspension and type if indicated.

The following format will be adhered to when giving officers back registration/vehicle and OLN information.

Registration/Vehicle Information

County County Index unit #
Unit unit #
County Current and valid, expiration, Year of vehicle, Make of vehicle

Example

County County Index 7505
Unit 7505
County Current and valid, expiration 10/02, 2002 Pontiac

OLN – Operator License Number

County Index unit #
Unit Unit #
County Negative Wants, (valid or suspended), class license, operator name

Example

County County Index 7505
Unit 7505
County Negative Wants, Valid, Class C, John Doe

10. CLEARING RADIO CHANNEL FOR EMERGENCY INCIDENTS

A. – Stationary Incidents

The initiating agency will advise Allegheny County 9-1-1 that they are involved in an Emergency Situation such as Hostage Situation or a Critical Incident.

Once it's determined that the incident will remain within the boundary of the primary police department jurisdiction (stationary), the primary police department Officer In Charge (OIC) will request that the primary dispatch channel be assigned to the incident and all other radio traffic moved to a secondary channel.

All other police departments operating on the primary dispatch channel that are not involved in the incident will move to their assigned secondary dispatch channel. A roll call shall be done on the radio after the move is made to verify every officer is accounted for.

All police departments responding to the incident will stay or move to the primary dispatch channel. If a police department doesn't have the ability to move to the primary dispatch channel, then they will move to the AC Regional/Pursuit channel.

With the possibility of police departments operating on two (2) radio channels, the OIC will authorize if a Radio Patch is to be completed. The Radio Patch would include the primary police dispatch and AC Regional/Pursuit channels.

B. – Mobile Incidents

The initiating agency will advise Allegheny County 9-1-1 that they are involved in a Vehicle Pursuit and in all probability go multi-jurisdictional. The event should be placed on an appropriate Emergency Channel.

In a mobile or ongoing critical incident, the initiating agency will be responsible for updating Allegheny County 9-1-1 of all relevant information including the jurisdictions they are entering. Allegheny County 9-1-1 will provide, as necessary, regional updates to all police agencies, including Ring-Down Centers.

A Ring-Down Center must notify Allegheny County 9-1-1 via telephone to initiate an Emergency Channel Operation. This will enable Allegheny County 9-1-1 to provide the

appropriate channel and complete any necessary radio channel patch(s) that will support the incident that, in all probability, will go multi-jurisdictional.

Allegheny County 9-1-1 will control Emergency Channel radio operations until the event is terminated.

The dispatchers of the agencies involved in the Emergency Channel patch will monitor communications. Direct participation of dispatchers will be minimized to reduce confusion. Dispatchers will serve as resource agents, providing support as requested.

Mobile units participating in an Emergency Channel operation will be identified by their Department Name followed by their numerical designation. For example: Scott 3804 or Crafton 1110.

No 10-Codes, signal codes, or departmental slang phrases will be used during an Emergency Channel patch operation. All transmissions will be in plain English.

The use of the Incident Command System (ICS) should be encouraged in all Emergency Channel operations.

To initiate a PATCH please review the Cross-Patching policy below.

Note that when a patch is active the TCO monitoring must also create a multi-select group of the channels in order to hear both sides of the conversation.

A Shift Commander **MUST** be notified of all situations where one (1) or more of the Emergency Channels are being utilized as soon as possible.

11. PURSUITS

The initiating Officer/Agency will advise Allegheny County 911 when it is likely that a pursuit will continue into a neighboring jurisdiction.

Once the pursuit is recognized and that the incident will, in all probability go multi-jurisdictional the event will be placed on the AC REG/PURSUIT CHANNEL until terminated. Dispatch will immediately perform an alert tone and advise all units involved to switch to the AC REG/PURSUIT CHANNEL.

Notify the Shift Commander of the pursuit

The TCO will advise all units on the air to cease radio operations unless they have an emergency. TCO's shall ensure the OIC for the pursuing Police Department is aware a Police unit has initiated a pursuit and the OIC has essential information concerning the pursuit.

When possible, determine from the unit in pursuit the following information if it hasn't been provided by the officer.

Present location?

Direction of travel?

Description of vehicle?

License number of vehicle being pursued?

For what is the vehicle wanted?

Number of occupants in pursued vehicle? Speed?

The initiating agency will be responsible for notifying the surrounding agencies that there may be a vehicle pursuit entering their jurisdiction (Allegheny County can be utilized to assist if they are not the initiating agency)

The initiating agency will control AC REG/PURSUIT CHANNEL field operations until the event is terminated.

The dispatchers of the agencies involved in the AC REG/PURSUIT CHANNEL patch will monitor communications. Direct participation of dispatchers will be minimized to reduce confusion. Dispatchers will serve as resource agents, providing support as requested.

Coordinate and dispatch all back-up assistance under the direction of the Police Department OIC.

In situations where it appears a pursuit will go multi-jurisdictional, refer to the Emergency Channel Policy. It will be necessary to coordinate the pursuit on these channels.

Notify the appropriate jurisdictions, where practical, when the pursuit may enter their jurisdiction.

The Officer in pursuit should keep the TCO advised of his/her location.

All information pertaining to the vehicle should be given to the primary chase unit without delay during long pursuits, re-broadcast vehicle description, locations and direction of travel.

Under no circumstances shall the TCO leave the frequency while the pursuit is in progress.

12. REPORTING ON DUTY, LOGGING ON & OFF DUTY

The OIC for each police agency will supply County with the shift line-up before the start of every shift. This can be done either by Fax, Phone or Radio.

If an OIC of a particular department does not report within a reasonable time after the start of a shift, the TCO shall request over the air the daily line-up from the OIC be phoned into the center. When an officer calls on duty the TCO is to log them on duty in CAD by using the L command. When an officer calls off duty the TCO is to log them off duty in CAD by using the LO command.

TCO's will verify an officer's status before logging on or off officers at the end and beginning of the officer's shift. TCO's must remember to log off a pervious shift even if they don't report off duty.

13. CAD CALL PRIORITIES

In an effort to provide general guidelines, the following priority classifications have been developed:

Priority Calls in Progress

In-progress calls involving imminent threat to life or the possibility of bodily injury. This includes but not limited to assaults, rapes, robberies in progress, accidents with injuries, structural fires, crimes involving weapons, etc. The TCO should place at the end of the text the message More to Follow. This will allow the dispatcher to see that additional information will be forthcoming.

The TCO will announce more to follow to the responding units. This lets the field units know that more pertinent information will be coming shortly.

14. ASSIGNING CALLS FOR SERVICE

- A. All calls for service will be entered in CAD and will be dispatched depending on the nature and priority.
- B. In periods of high activity, the TCO will notify the police OIC of the nature and location of any pending calls. This will allow the OIC the opportunity to request assistance from another department.
- C. At no time will the TCO hold calls without notifying the police OIC.
- D. When another agency has been requested to assist, the TCO will make the change in CAD by performing an RA.

15. CANCELLATIONS

Once a dispatch has been initiated, COUNTY shall not cancel responding units based upon information received from additional telephone calls or other public safety units that may be on the scene. COUNTY shall advise units responding, or make a general announcement of information received about the reported emergency and await orders for the disposition of the assignment.

When a request for cancel is made, an OIC or field unit makes that decision. If a field unit or OIC on scene request that another unit(s) responding to their location is to cancel, echo that information to the responders. The Center is not canceling the unit; it is the field unit or OIC on scene making the request. TCO's are passing information from one source to another. All

cancellations will be documented in CAD. The documentation will include the identity of the person that requested the cancellation.

16. MULTIPLE CALLS IN AN AREA

In the event the TCO receives notification of more than one incident requiring Police response in a given area, the TCO shall notify the Officer-in-Charge of the type and nature of calls pending for their jurisdiction.

17. UNAVAILABLE FOR ASSIGNMENT

Should an officer be unable to respond, he/she will advise the TCO that he/she is reassigning the incident to another officer or department.

Should an officer reassign an incident, the TCO will note the change in CAD and place the officer responsible for the incident on the call.

18. ALL REQUESTS ASSIGNED

In the event that a complaint is received that does not warrant a law enforcement response, the complainant will be provided the administrative phone number of the municipality. When there is any doubt of a situation notify the OIC.

19. EMERGENCY RADIO CHANNELS

The Allegheny County Emergency Services 9-1-1 Communications Center is equipped with the ability to transmit and receive on the Emergency channels. When the TCO monitors an emergency call on one of these channels, an attempt shall be made to reply to the calling unit and assist in any way possible.

20. FAX MACHINES

County will fax certain information via the fax from CAD.

Local Agencies will inform County of fax number changes.

County assumes no responsibility for any faxes that may be lost or sent to unsecured locations.

21. GENERAL BROADCAST MESSAGES/BOLO'S

When a TCO/Shift Commander receives a request for a BOLO, the appropriate information should be obtained for the type of BOLO to be entered. This is to include the length of time the BOLO is to be active, the interval in which the BOLO should be rebroadcast, and the distance or agencies to be broadcast to. The on-duty Shift Commander may be required to make the decision on some of these questions.

Broadcasting

Once a BOLO is received it is the Shift Commanders responsibility to ensure the BOLO is disseminated to all Channels and Agencies as needed. All BOLO's must be approved by the on-duty Shift Commander. In the event of an in-progress or just occurred call the dispatcher may be required to put out an immediate broadcast if requested by Police. Under these circumstances, Shift Commanders are to be notified but not delayed waiting for their approval.

- 1)The BOLO will immediately be broadcast on all radio channels County Wide if necessary (Shift Commanders discretion on distance and Zones of broadcast)
- 2)The BOLO will be entered into CAD via the BOLO function in the Event Entry or the BOLOE command.
 - a) The BOLO will be broadcast to both the Dispatch Group(s). Example: (NPD1) and the Dispatch Group(s) associated mobiles (*NPD1). A total of 10 or less dispatch groups may be specified. If more than 10 DAREA destinations are needed, **use CAD message groups ALL and PDMDTALL. Group ALL will transmit your BOLO to all active CAD dispatch terminals, but not mobiles. Group PDMDTALL will transmit your BOLO message to all active Police MDD's County Wide.**
 - b) Any Agency a BOLO is to be broadcast to should be sent to the Dispatch Group and Mobiles for the Dispatch Group that is associated with the unit and within the BOLO it will read *Special Attention Agency Name***
 - c) All BOLOs that are entered into CAD must be assigned to an active call. If one is not created at the time a BOLO is received, the appropriate call will be entered into CAD.
 - d) When utilizing the BOLOE command the Dispatcher will include the CAD event number to link the BOLO to the call.

3)After the BOLO is entered into CAD the TCO will then enter the BOLO into CLEAN/NCIC in accordance with their guidelines.

Below is a list of parameters for the BOLO form via the Event Entry or when utilizing the BOLOE command.

Call Number The call number to attach the BOLO notification to (must be a valid call number). Call number is also used to modify an existing BOLO. The call number immediately follows the BOLOE command.

LOCATION: The location for the BOLO. The location is verified as in Event Entry.

BOLOType: Type of BOLO being broadcast.

MSGPriority: The message priority. (Default priority is entered from BOLO type. The default priority can be increased or decreased here.) Priorities are E, H, M, and L.

Expires: The expiration date for the BOLO (required field). It must be a valid future time. It can be in a normal date/time format, a length of time such as “12 hours,” or a day of the week like “Monday.” Three-letter abbreviations for the days are also valid (Mon, Tue, Wed, Thu, Fri, Sat, Sun). After a BOLO notification has expired, it no longer appears on queries of currently active notifications and repeat broadcasts are no longer sent.

Broadcast To: A list of destinations to send the notification to when it is entered. If a location is entered, but no information is entered in this field, the location’s police DAREA is automatically used.

Repeat To: A list of destinations to send the BOLO notification to at entry and at the interval designated in the broadcast Interval field.

Interval: The frequency and duration for repeats – (required if Repeat to is filled in). A valid value is an interval/duration. The interval is how often the notification is to be broadcast. The duration is the total time to send notifications for. For example, 4/24 would mean every 4 hours for 24 hours as would 4h/24h. A value of 4h/2d would mean every 4 hours for 2 days. If only one value is specified, Command CAD assumes this to be the interval time and uses the expiration time as

the duration. The notification is broadcast at the end of the duration, regardless of whether it is a multiple of the interval.

Comment: Free Text Comments describing the BOLO.

Subject: Same as Event Entry

Vehicle: Same as Event Entry

An officer in the field may initiate a broadcast message for an incident that recently occurred. The officer will provide County with whatever details are available and County will enter the BOLO into CAD and assign it to the appropriate area and then rebroadcast the message to the appropriate area, or region.

A BOLO will remain active in CAD 24 hours after it was entered. If a BOLO needs to remain in CAD longer authorization must be obtained from the Shift Commander.

Broadcasting BOLOS

The broadcast will start with "All Units from County standby for information from {originating agency}....". The TCO will then pause for approximately 3-4 seconds before beginning the broadcast.

The TCO will finish the broadcast with "County clear" and time.

All lengthy broadcasts will be interrupted periodically to allow any emergency traffic to be transmitted.

If still pertinent, re-broadcast on the following shift.

22. 10 CODES

10 Codes will not be used by Allegheny County 9-1-1. When a field unit transmits a 10-Code to the TCO, the TCO in turn will process the request and then transmit the information back to the field unit using plain English.

23. NOTIFICATION OF FIRE AND EMS EMERGENCIES

Police Departments will be advised of Fire and EMS emergency incidents in progress in their jurisdiction via radio. Response is based on that agency's departmental policy. If a unit is specifically requested to respond by Fire/EMS personnel, they will be advised an officer is needed to respond to the call.

When advised of such calls, officers should immediately indicate whether or not they intend to respond. If responding to the incident, the officer shall simply acknowledge receipt of the call and announce they are responding. If not responding, the unit will simply transmit to County that they are not responding the information will be documented to the call. The incident will not be closed if other disciplines such as fire and EMS are also on the call.

For all Fire and EMS emergency incidents, the police will be dispatched simultaneously with Fire & EMS. Incidents will not be held unless a police unit is not available to respond. If a unit is not available the OIC will be advised. When updating a call in CAD which involves a combination of police, fire and ems, the TCO will use the update mode in the event entry screen to pass along any additional information.

24. NOTIFICATION OF POLICE AGENCIES IN OTHER DISTRICTS

County will notify any agencies that are not dispatch by the center when calls for service are received for their jurisdiction. County will also notify agencies of any critical updates.

25. ON-SCENE REPORT FIRE/EMS INCIDENTS

Police units responding to Fire/EMS calls and arriving on scene ahead of those units are to provide a brief summary to County. The findings will be relayed to the responding Fire/EMS units and those units may adjust their response accordingly. There will be situations where police units on scene of incidents are requesting certain services to cancel. County will relay to those units the information found at the scene and their response is up to them. When updating a call in CAD which involves a combination of police, fire and EMS, the TCO will use the update mode in the event entry screen to pass along any additional information.

Example:

All units responding to Ridge & Broadlawn, police 7505 on scene reporting a no injuries, request that you cancel. 18:22.

26. NEED FOR ADDITIONAL EMERGENCY SERVICES

In cases where additional emergency services are needed (fire & EMS), TCO's will dispatch those services based upon response plans submitted by those agencies through CAD.

27. STATUS CHECKS

After five (5) minutes of an active call, status checks will be given by County at all times to the officers in the field, or when requested to do so by the officer. Anytime it is believed that the officer is on a call where the officer's safety is in doubt time checks will be given. An officer may advise County to discontinue the checks.

The following format is to be used

County – 7505 County status?
Unit – 7505 OK County
– 03:54

28. ANNONYMOUS CALLERS

In some cases citizens who call for police services want to remain anonymous. This request by citizens shall be adhered too if possible. At no time should a complaints name, number and/or address be given to officers over the radio. If an officer requests the information, the information should be provided to them in a secure/private (telephone/TAC Channel) manner.

29. RECEIVING & RELAYING SENSITIVE INFORMATION

When providing law enforcement personnel with sensitive information pertaining to incidents such as SWAT details and Warrant services (incidents where units will be responding too), the information is to be provided in a secure and safe manner. Details with sensitive information shall be processed in CAD and the law enforcement agency contacted to call dispatch by telephone. The law enforcement agency will be provided the sensitive information by phone such as address/location and names. At no time is sensitive information to be transmitted over the radio unless instructed to do so by law enforcement.

This policy does not pertain to providing CLEAN HIT information to law enforcement personnel when queries are done for wants/warrants, operator and vehicle information when initiated by law enforcement personnel.

30. PLANNING FOR SPECIAL EVENTS/DETAILS

Police Departments shall notify County in advance of major incidents, events, or operations that will create a larger than normal or unusual workload for the 9-1-1 Center. Communications personnel can assist in the planning for the event and, if necessary, may need to call in additional communications personnel for duty.

Examples:

DUI Check Points
Warrant Sweeps

31. OUT OF SERVICE

TCO's should log police officers in/out of service CAD. The reason as to why they are out of service will also be noted in CAD.

32. MESSAGE FOR OTHER NON-MUNICIPAL SERVICES

At times it is necessary to take messages for other non-municipal services. When a call for another municipal department is received, the following guidelines shall be followed:

Advise the caller to contact the appropriate municipal office.

Advise the caller the office they want is closed and advise them to call back during normal business hours.

TCO will always verify the caller does not have an immediate need to see an officer.

33. MESSAGES FOR FIELD PERSONNEL

When necessary to take a message for field personnel who cannot immediately be contacted, the TCO shall be thorough in securing sufficient information from the caller. The following minimum information shall be obtained when possible:

- Date and time message was received
- Name of calling party
- Location of calling party □ Calling party's telephone number □ Nature of message, if they will tell you.
- Name of Telecommunicator receiving the call

Once the message is received, the TCO is to contact to officer by radio and inform them of the message. All phone messages will be given by phone. Messages can be faxed to police stations only if the officer requests that it be done. Phone messages will not be given out by radio unless requested by the officer. This will eliminate giving resident's names, addresses and telephone numbers no matter the case from going over the radio.

TCO's are not to confirm what officers are on or off duty, or handled a specific incident. If there is a question regarding the release of the information, refer the call to the OIC.

Communications personnel shall not accept messages from prisoners. If an urgent message is received for a prisoner, advise the Officer-in-Charge of the department in question.

34. RELEASE OF TELEPHONE NUMBERS

Officer Telephone Numbers

A list of officer's contact information will be available in QAES. This information will not be released to anyone,

35. ALARM RESPONSES (GENERAL, PANIC, HOLD-UP)

General dispatch responsibilities

For all alarms, dispatchers shall assign officers to respond according to the priority appropriate to the circumstances and nature of the alarm. If the alarm company advises that they have confirmed with the protected premises that a crime has occurred, the dispatcher shall treat the event as a robbery or burglary and assign officers accordingly.

The dispatcher shall immediately begin and maintain telephone contact with the business (if during working hours) or home until the responding officer advises the dispatcher that the alarm was false. In case of a robbery alarm at a financial institution, the dispatcher shall not contact the business to verify the alarm until officers are in position near the premises and the primary officer or supervisor has directed the dispatcher to make the call. If a verified alarm, dispatchers shall obtain a description of the suspects, whether suspects are still at or near the scene, or their direction and mode of travel, time elapsed, and a description of an escape vehicle.

Once units are in position, the OIC will then instruct dispatch to contact the manager at that establishment and RELAY THE FOLLOWING INSTRUCTIONS:

1. This is the Your Town Police; a hold-up/panic alarm has been activated at your location.
2. The police are on the scene outside.
3. You are to walk to the nearest police officer and follow his or her instructions.
4. Dispatch will notify the OIC of the content of conversation with the person contacted. The dispatcher should be aware of suspicious or evasive conversation.
5. If the telephone call goes unanswered, responding units shall be so advised.

36. PHONETIC ALPHABET

When it is necessary to spell something over the radio the TCO and Officers will use the approved phonetic alphabet.

A = Alpha
B = Bravo
C = Charlie
D = Delta
E = Echo
F = Foxtrot
G = Golf
H = Hotel
I = India
J = Juliet
K = Kilo
L = Lima
M = Mike
N = November
O = Oscar
P = Papa
Q = Quebec
R = Romeo
S = Sierra
T = Tango
U = Uniform
V = Victor
W = Whiskey
X = X-Ray
Y = Yankee
Z = Zulu

37. ASSIGNING POLICE BACK-UP UNITS

The following policy is to be followed for assigning police back-up units.

- 1) TCO's will not send back-up units to a police call unless it is first requested by the officer handling the call or the OIC.
- 2) If a call warrants a back-up unit, the TCO CAN ASK the officer or OIC handling the call if they want back-up units started.
- 3) Back-up units will be specified by the officer handling the call or OIC. TCO's are not to select back-up units themselves.
- 4) The only exception to this policy will be when an officer is believed to be in a life threatening emergency. During an emergency, TCO's will send back-up for the officer by announcing on the dispatch channel for "all available units, respond to assist..."

SPECIAL POLICE DISPATCHING AREA

38. POLICE DISPOSITION CODES

You must set a disposition code for all police calls in CAD in addition to any officer reported disposition. It is up to the officer to tell the TCO what they have done regarding the call. In situations where the TCO can't get a disposition code, the TCO can use X as the assigned disposition. X will identify as the officer not giving dispatch a disposition.

PADV	Police Advised of the Call
PANI	Referred to Animal Control
PARREST	Arrest
PAST	Assist
PBOMB	Bomb Threat
PCAN	Cancelled
PCIT	CIT Response
PCOMP	Complaint
PDIS	Disregarded
PEJECT	Actor Ejected
PEXPL	Explosive Search
PFAL	False Alarm
PFAX	Faxed to PD
PFTC	Failed to Clear
PGENPAT	General Patrol
PGOA	Gone on Arrival
PHOME	Homeless Related
PHSC	Homeland Security Check
PNARC	Narcotics Search
PNCOMP	Non-Complaint
PNDR	No Disposition Reported
PNRN	No Report Needed
PQOL	Quality of Life Check
PRD	Call Referred to Ring-down
PREF	Referred to Other
PRPT	Report
PRTM	Referred to Magistrate
PTAG	Tag Issued
PTRACK	Tracking
PTOW	Tow Called
PUAT	Unauthorized Use
PUFO	Unfounded
PUTL	Unable to Locate
PUTLS	Referred to Utility

PWARN Warning

Format

SD (UNIT ID) or (.CALL#) {Disposition Code},

Example: SD .456 21, PRPT.

39. DESCRIPTION OF PERSONS/VEHICLES

TCO must use the subject information tab on your CAD to enter all person/vehicle descriptions.

40. BOLO DAREAS

BOLO DAREAS in CAD

NORTH ZONE

NPD1

NPD2

NPD3

NPD4

NPD5

NPD6

NPD7

NPD8

NPD9 NPT1

EAST ZONE

EPD1

EPD2

EPD3

EPD4

EPD5

EPD6

EPD7

EPT1

SOUTH ZONE

SPD1

SPD2

SPD3

SPD4

SPT1

CENTRAL ZONE

CPD1

CPD2

CPD3

CPD4

CPD5

CPD6

CPD7

CPD8

CPD9

COUNTY

ASD1

APD1

R13P

AMCP

41. NOTIFICATION OF ROAD CREWS

When necessary, County shall notify the municipal/county/state highway departments and Public Works Departments for the Officer for incidents such as animal carcasses snow or ice on roads, road flooding, potholes, etc. Phone numbers for highway departments and public works departments are maintained in the Resource Computer for that particular community.

The only time County will intervene is in case of a public safety issue. The community should provide any changes in information for the contact persons and forward them to the Shift Commander.

42. NOTIFICATION OF UTILITIES

County shall notify utilities when called upon to do so for emergency conditions involving essential services. Note the request in CAD.

Officers should be prepared to supply the name of the utility, pole number, if possible, and the exact location.

County shall not make non-emergency notifications of street lights out, loss of cable TV service, or any other non-emergency conditions. Note the request in CAD.

43. NOTIFICATION OF MEDIA

All requests from the Media shall be directed to the 9-1-1 Shift Commander, unless directed to do otherwise.

County will not confirm or deny if person(s) are in custody to anyone. All inquiries will be directed to the local police departments.

44. COUNTY SHERIFF TRAFFIC STOPS

The TCO will perform the following steps when Sheriff Deputies request a Wants & Warrants check on an individual.

Call the Pittsburgh Warrant Office and check for any outstanding warrants. This is done due to the Pittsburgh Warrant Office not entering all their warrants in CLEAN/NCIC.

45. MCKEESPORT POLICE WARDEN

The McKeesport Police Department has a “Warden” assigned to the office 24/7. There are certain calls, which can be sent to him/her to handle instead of dispatching it to an area car.

Any call that is transferred to the Warden will be entered in CAD and documented that the call was turned over to him/her.

Before the TCO closes out the call, you must first confirm with the Warden that he will be handling the request. Whether that means staying on the line with the Warden or monitoring the radio traffic to see the Warden notifies a patrol unit, the TCO must use common sense in this area.

In some cases they may assign the call to a patrol officer. If this is done, all the TCO has to do is assign the patrol unit to the call that’s already pending.

46. ANIMAL COMPLAINTS

Any animal complaint where the safety of the public is in jeopardy shall immediately be dispatched to the police.

Domestic animal complaints shall be referred according to policy submitted by individual Police departments/municipalities.

East Zone

All domestic animal complaints will be entered into CAD and dispatched to the appropriate police agency. The officer will then instruct dispatch on which animal control agency to notify.

North Zone

All domestic animal complaints will be entered into CAD and dispatched to the appropriate police agency. The officer will then instruct dispatch on which animal control agency to notify.

South Zone

Scott Twp & Green Tree

If not an emergency situation, document the incident in CAD and dispatch animal control on West Police Channel 3

Heidelberg

Notify Heidelberg Police of any requests and they will advise whether to call animal control. Document in CAD and dispatch animal control on West Police Channel 3.

(c). CAD Disposition Code

All calls given to South Hills Animal Control for Scott, Green Tree & Heidelberg must have a CAD disposition set to each incident. The animal control officer via radio normally provides the 3-digit code after they're given the call.

Example:

SD .510 310, comments as necessary

C. On game animal complaints, (deer, raccoons, etc.), Police will be notified and they will advise the TCO to contact the appropriate agency.

The exceptions are:

Scott Twp
Green Tree

In the above exceptions, the police are notified along with animal control during the hours of 06:00 through 21:00, Monday through Saturday, and 06:00 through 16:00 on Sunday.

47. LOCATED/FOUND GUNS

In the event that a caller is reporting a gun or weapon found (Example: woods, dumpster, bushes, alley, etc.), 9-1-1 staff shall consider the weapon potentially dangerous and of criminal interest to law enforcement (ie: evidence or crime scene).

The TCO is to obtain the dispatch location and the caller's information Document the call to CAD.

Document any specific information relating to the call.

Dispatch a police unit

TCO is to discourage the caller from touching any gun or weapon. Encourage callers to tell others not to touch any gun or weapon found.

48. REQUEST FOR SPECIAL POLICE RESOURCES

When a request is made for a specific police department to respond certain special resources (K9, Traffic Units, and Specially Trained Officers) outside of their jurisdiction, the request must be approved by the police supervisor of that department. Do not automatically send the resource. Approval must be obtained by the police supervisor. Each police department may have different policies as to how they respond resources out of their jurisdiction when requested, but it's the policy of Allegheny County 9-1-1 to clear it through the police supervisor.

49. ROAD CLOSURES

When County is notified of a Road Closure the TCO shall perform the following:

Enter the information in CAD

Make announcement on the appropriate radio channels.

Print the information

Fax the information utilizing the Road Closure/Hydrant Notification form.

Close call

