COUNTY OF MONROE
OFFICE OF THE SHERIFF
ROCHESTER, NEW YORK

GENERAL ORDER CIVIL BUREAU	DATE OF ISSUE April 24, 2019	EFFECTIVE DATE April 24, 2019	NO. 003-19
SUBJECT: GENERAL ORDER Patrol / Radio Procedures		DISTRIBUTION Civil Bureau Personnel	AMENDS
REFERENCE:			RESCINDS 003-13

Purpose: To familiarize members with established procedures governing the duties, conduct, assignments and responsibilities of members assigned to the Civil Bureau as well as their use of mobile data computers (MDC), two-way radios and departmentally assigned cellular phones.

Policy: Radio communications will be conducted in a professional manner at all times. The Emergency Communications Department (ECD) shall be responsible for dispatching all Monroe County Sheriff's Office (MCSO) calls for service. All radio operations will be conducted in accordance with the directives set forth in this order as well as all Federal Communications Commissions (FCC) procedures and requirements. Members will comply with all New York State laws, statutes and agency procedures relating to patrol and radio activity.

I. Standard Mobile and Portable Channel Configuration

A. Channels

1	Sheriff's dispatch	9	RPD West
2	Sheriff's administrative East	10	RPD TAC
3	Sheriff's administration West	11	MCSO Detail 1
4	County Airport	12	MCSO Detail 2
5	County Airport (car to car)	13	MCSO Scene
6	Towns West	14	Tact 1 County Wide
7	Towns North	15	Tact 2 County West
8	RPD East	16	Tact 3 County East

B. Any member wishing to change channel configuration on a radio (portable or mobile) must first request written authorization from a command officer. When approved, requests will be forwarded to Staff Services for a Radio Center work order. Staff Services personnel will prepare the work order and return it to the member requesting the change. The member will make the necessary arrangements with Radio Center for the modification. No modifications will be performed unless accompanied by a work order.

II. Channel Selection

A. The ECD maintains a three-channel system for use by the MCSO. The dispatch channel will be used for:

1. All ECD dispatched calls.

2. Request for back-up or emergency assistance (ambulance, etc.).

3. Advising the dispatcher of a priority self-initiated assignment.

B. The administrative channel will be used for:

1. All activities performed by the Civil Bureau, unless otherwise directed by ECD.

2. Requests for tow truck, AAA notifications and other non-emergency assistance.

3. Notifications to a public utility (i.e., highway department, telephone, etc.).

4. The administrative channel may be used as a dispatch channel when directed by the ECD shift supervisor or a Sheriff's Command Officer.

C. The MDC will be used for:

1. Messaging.

2. Data checks (27, 28, or 29).

3. Detailed calls for service information.

4. Pursuant to Phase I and Phase II training protocol.

III. Radio Procedure

A. Whenever a member engages in any activity, either directed by a supervisor, dispatcher, or self-initiated, the member will notify ECD of the following;

1. Acknowledge the call by keying or pressing "en-route" on the MDC.

   Note: ECD often demands a voice acknowledgment as well as keying or pressing the en-route key.

2. Notify the dispatcher (voice) of unit number and location of activity (street name, house/apartment number, and town).

3. Notify the dispatcher upon arrival at the call by keying or pressing "on scene" and cancel assigned back-up units (voice) if the situation does not require their presence.

B. If members provide assistance to another field unit they must advise the dispatcher (voice) and also indicate:

1. That they are responding as a back up.

2. Arrival at the scene (key or press "on scene").

C. Deputies will monitor the radio at all times when not on assignment and, whenever possible, while on assignment. The dispatcher will notify the patrol supervisor, or command officer, if a deputy fails to respond to an ECD call in a reasonable period of time.

D. Radio use must be limited to appropriate transmissions. Lengthy conversation must be conducted via telephone. Supervisors will note violations in addition to any corrective actions taken.

E. Supervisors will monitor the radio at all times with regard to proper assignments of patrols, the use of back-up units, etc.

F. The recreational use of any audio or video equipment by a member of the MCSO is prohibited. However, citizen band or monitor radios may be placed in patrol cars with the written permission of the commanding officer of Staff Services.

IV. Portable Radios

A. Members issued a portable radio will also receive a charger unit, a battery, and a radio case or "Porta-Clip.

B. Members will report for duty with their issued radio. It will be the member's responsibility to ensure that the battery is charged before their tour-of-duty. Members will not leave batteries in the car as extreme heat and cold affects the condition of the battery.

C. The portable radio will be turned on at all times when the deputy is not in a car monitoring the radio and MDC, except when officer safety dictates otherwise.

D. Deputies will not leave their charger unit and battery at his/her work area, unless he/she has an office. Deputies may secure their portable radio without the battery in a locked locker and recharge the battery at home. However, deputies are encouraged to take the entire unit to and from work.

E. Deputies will store the charger unit and battery in a location that will ensure security and guard against the possibility of misuse.

F. The use of the portable radio during off-duty part-time employment is strictly prohibited.

G. When a portable radio, battery or charger is in need of repair, members will (with permission of a supervisor) make arrangements with Radio Center for immediate repair. The Radio Center will prepare an invoice for the repair, which will be returned to the member.

H. There will be no repairs, channel adjustments, or alterations made to the portable unit by anyone other than Radio Center personnel.

I. In the event that a member's radio or other equipment is damaged, a **MB-03 Special Report** detailing the circumstances surrounding the incident will be submitted to his/her supervisor. The supervisor will forward the report to the Commander of Staff Services through the chain-of-command. If it is determined that the damage to any of the equipment is the result of misuse or abuse, it may result in disciplinary action against the member.

J. The Radio Center will maintain a limited quantity of loaner radios, which will be used in the event that a radio malfunctions and immediate repair is not possible. These units are not meant to be used in situations where a member merely forgets his/her radio. The loaner radio must be issued and logged out by a supervisor and must be returned at the end of the member's tour-of-duty.

V. Miscellaneous Procedures for Use of the Radio Systems

A. At the start of a shift deputies will log onto the MDC system using the "sign-on" form, indicating their car number and platoon designator.

B. Assignments will be voiced by the dispatcher with the following information:

1. Unit number.

2. Call type.

3. Location.

4. Officer safety and suspect information.

Note: Additional information on the assignment will be available on the MDC or directly from the dispatcher. A CR# for all newly assigned work will be recorded on the service file and shall be carried through on all attempted service of the process until it has been served.

C. All emergencies shall be voiced on the dispatch channel. The red emergency button or computer touch screen shall be used only if the voice radio is inaccessible. Use of the emergency button or touch screen does not indicate location unless already logged out at a specific location.

D. All staff members must advise the dispatcher as to whether on portable, in-vehicle, status out of the vehicle, available or unavailable, by pressing the appropriate status key or touch screen area on the MDC to ensure that an accurate record is kept by the dispatcher for purposes of electronic activity reports.

E. Deputies will notify their supervisor and the dispatcher if the MDC is inoperative, in order that operational status is changed to voice radio.

F. When viewing an event and "DNI" (do not identify) appears next to the caller's name, it indicates that the caller has requested anonymity and confidentiality. Do not interview, contact or reveal the caller's name, etc.

G. The dispatcher via the MDC will approve requests for a lunch or personal break.

H. The primary unit must clear assignments with the appropriate action code(s). Assisting units must clear individually. The "clear unit" form must be utilized.

I. All MDC activity is logged and reviewed each month. Transmissions must be MCSO official business related and professional at all times. Obscene, derogatory, racial, demeaning or sexual remarks are prohibited.

J. All assignments not completed must be turned over to the dispatcher via voice radio for reassignment prior to logging off the MDC.

K. MDC or voice radio information is confidential and cannot be released to private investigators, attorneys (except ADA) or other individuals, unless for official police use or pursuant to Freedom of Information Act requests (only by FOIA designated representative).

L. Every attempt shall be made to stop vehicles prior to viewing or operating the MDC. However, when this is impractical, safety must always be foremost.

VI. Responsibility and Accountability

A. All broadcasts of calls and assignments from the ECD shall be considered an order. Brief, clarifying questions may be asked by the member. Any apparent discrepancy in a call received will be reported to the immediate patrol supervisor.

B. Deputies may not cancel or reassign a call that has been dispatched. They may inform the ECD if reassignment is considered necessary. The dispatcher will retain final authority to make reassignments.

C. Supervisors may reassign a call if necessary but must notify the dispatcher prior to making the reassignment.

D. No other agency has the authority to cancel calls dispatched to a Sheriff's unit.

E. Complaints against ECD shall be recorded on a **MB-03 Special Report** and submitted through the chain-of-command to Staff Services. Staff Services personnel will initiate an investigation through ECD.

F. Minor issues can be brought to the direct attention of the ECD supervisor.

VII. Cellular Telephones

A. The use of department assigned cellular telephones is restricted to official department business.

B. Calls, whether incoming or outgoing, shall be of a priority nature or of such urgency/special circumstances that the use of other telephonic communication is impractical. Whenever possible, conventional lines of communication will be utilized.

C. Members shall not attempt to utilize ECD for the purpose of transferring ordinary cellular telephone calls to third party members, as this practice encumbers telephone lines that are allocated for emergency use.

VIII. Repair of MDC's

A. When a MDC is in need of repair, members shall make arrangements with the Radio Center for MDC's for immediate repair.

B. When it is not possible for the member to take the unit to Radio Center, the Supervisor will make arrangements to deliver the unit to Radio Center without delay.

C. Members who have a MDC in their assigned vehicle will follow the following procedures:

1. If the MDC becomes out of service while on patrol, he/she will bring the vehicle back downtown and exchange the car for one with a working MDC.

   Note: If there are no vehicles available, the vehicle will be brought to the Radio Center during business hours to have a MDC repaired or replaced.

2. During non-business hours, the Sergeant will notify the Radio Center Help Desk to triage the broken MDC in accordance with the directives set forth in **MBGO-55 Computer Use and Rules**.

IX. Patrol Procedures

A. Members will perform his/her duties and conduct themselves in a professional and courteous manner at all times. All personnel shall operate motor vehicles in accordance with the NYS vehicle and traffic laws as well as current agency directives.

B. Passengers, other than agency personnel, will not be permitted in fleet vehicles except in the performance of duty and with the written permission of the Chief of the Civil Bureau, or other proper authority. All authorizations must be accompanied by a waiver form, (**MB-36 Central Records Unit**) that is forwarded through the chain-of-command with a copy provided to the Chief of the Civil Bureau (i.e., internship program).

C. Civil Bureau vehicles will not congregate unless necessary to complete a civil process. If a meeting is necessary, it shall be arranged so to be brief and as close to patrol boundaries as possible.

D. Meal breaks should be taken for one half hour per tour-of-duty. Unless otherwise authorized by a supervisor, meal breaks will be taken between 1200 and 1400 hours, or 1600 to 1800 hours, depending upon assignment. Breaks must end no later than 1400 or 1800 hours. Locations of meal breaks shall be taken in proximity to scheduled stops to avoid unnecessary travel time.

E. Patrol units shall not respond to calls without first notifying the dispatcher. Should a unit require additional assistance, including fire or E.M.S., he/she shall make the request through the dispatcher (via radio, telephone, MDC, etc.).

F. When a deputy is assigned to assist another unit at an incident and additional assistance is no longer required, the assisting unit will promptly notify the dispatcher and resume patrol in his/her respective zone.

G. Deputies assigned to a specific special assignment, the member shall not leave his/her post until properly relieved or upon instruction of competent authority.

H. All reports shall be typed, or printed legibly in black ink, and shall be submitted prior to departing from duty. However, overtime for report writing should only be used in exigent situations that require immediate attention and cannot be referred until the next tour of duty.

I. All deputies are required to provide their name and IBM number to any person when requested.

X. Assignments

A. Members will be assigned to specific patrol areas on a daily basis. Specific patrol areas will be designated according to the established patrol zones designated as A, B, and C Zones.

B. It shall be the deputy's responsibility to be knowledgeable of and aware of the boundaries of his/her assignment. Whenever possible, deputies will be assigned to each area for a period of time enabling them to become acquainted with the area. Patrols shall not leave the geographic area of their assignment unless;

1. On assignment from ECD.

2. Authorized by a supervisor.

3. Completion of his/her tour-of-duty.

By Order of the Sheriff,

Todd K. Baxter

* Indicates a change from previous order.

TEN CODES

10-4 AFFIRMATIVE

10-27 DRIVERS LICENSE INFORMATION

10-28 VEHICLE REGISTRATION

10-29 CHECK RECORDS (WANTED/STOLEN)

10-33 CALL DISPATCHER FOR EMERGENCY

10-77 RESPONDING LIGHTS & SIREN

10-78 MENTAL HYGIENE INTERVENTION

10-84 CALL HOME

10-92 BOMB EMERGENCY

PLAIN LANGUAGE

STAND BY

OUT OF SERVICE

REPEAT

LOCATION

ON SCENE

TIME

ON PAGER

IN SERVICE