

**COUNTY OF MONROE
OFFICE OF THE SHERIFF
ROCHESTER, NEW YORK**

GENERAL ORDER JAIL BUREAU	DATE OF ISSUE February 21, 2024	EFFECTIVE DATE February 21, 2024	No. 044-24
SUBJECT: GENERAL ORDER Communications		DISTRIBUTION Jail Bureau Personnel	AMENDS
REFERENCE: NYSSA 96, 98 & 99; FCC REGULATIONS – PART 90			RESCINDS 044-15

Purpose: To familiarize members or any staff member authorized to use an issued Sheriff's radio with the established procedures for communications among staff members governing the use of mobile and portable two-way radios.

Policy: Radio communications will be conducted clearly, concisely and in a professional manner at all times. The central control room operator will conduct the dispatching, monitoring and response to all Jail facility calls for service. It will be the shift commander's responsibility to ensure the guidelines of this general order are followed. Radio operations will be conducted in accordance with the directives set forth in this order as well as all Federal Communications Commissions (FCC) regulations.

I. Standard Channel Configuration:

A. Portable Channels

Refer to Attachment

B. The Major of Administration will appoint at least one (1) designated radio communications officer who is authorized to facilitate radio repairs, program radios, issue radio equipment and maintain a static radio inventory of issued equipment.

II. Channel Selection

A. The County dispatch channel (MC-DISP displayed on the radios) will be used for:

1. All Emergency Communications Department (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 County administrative channels (MC-EAST or MC-WEST displayed on the radios) will be used for:

1. Jail Bureau prisoner transports.
2. Administrative assignments outside of the facility structures.
3. Jail Bureau details outside of the facility structures.

- C. There is a Jail Primary and Jail Secondary channel designated for use at each of the Jail facilities. The primary channels are supported by a repeater system and provide complete radio coverage throughout the respective facility and immediate perimeter. The secondary channels are for short-range communication and may not extend to far-reaching areas of the facilities. These primary and secondary channels shall be utilized for all radio communication within the Jail facility structures. In the event that the Primary Jail channels become inoperable, the Secondary short range channel will be utilized until repairs can be made to bring the Primary channel infrastructure back on line.

III. Radio Procedure

- A. Staff members will monitor their radio at all times when on duty. The central control room operator will notify a Jail supervisor or command officer if a deputy fails to respond to a radio transmission within a reasonable period of time.
- B. Radio use must be limited to appropriate transmissions and any lengthy conversations must be conducted via telephone. Jail supervisors will note violations and take appropriate corrective action.
- C. The recreational or unauthorized use of an agency issued radio by a member of the Sheriff's Office is strictly prohibited.
- D. The following radio codes shall be utilized to request assistance on Jail frequencies in facility post assignments. These codes are not recognized by an ECD/911 center dispatcher and should **NEVER** be used while on police channels:
- | | | |
|----|-----------------------|--|
| 1. | Code 1 | – Incarcerated Individual Fights & Disturbances |
| 2. | Code 1 STAFF INVOLVED | – Officer Needs Help Situations |
| 3. | Code BLUE | – Medical Emergencies |
| 4. | Code RED | – Fire Emergencies |
| 5. | ALL CLEAR | -- Situation under Control – Response Terminated |

Note: A channel marker alert tone will be activated at the Radio Console whenever the primary radio channel is secured for an emergency response. Once activated, only emergency radio transmissions are authorized. The same alert tone is also used on Police channels and the same rules apply. Only Emergency transmissions are allowed during the Alert Tone or Channel Marker sound.

- E. The radio's emergency distress signal feature shall only be activated when a member is in dire need of assistance and normal communication is not possible. The distress activation will signal a visual and audible emergency alarm on the control room console displaying the radio's ID (member's name or radio assignment) and a general location within the facility as displayed by the radio receiver that picked up the emergency button transmission. Upon receipt of a distress signal, the central control room operator shall take immediate action to verify the alarm condition and activate a coded response (ie. Code One or Code Blue) if appropriate. If the distress button is accidentally activated, reply "All Set" when the dispatcher or control room operator asks for your status. The decision to hold the air after an "All Set" for secondary verification can be made at the platoon level if needed.

- F. Members who have personally assigned vehicles/numbers will use their assigned call number to communicate with the ECD/911 dispatcher when on duty or responding to a Jail emergency while off duty (**Refer to MBGO #62**). When a member is **off duty** and needs to communicate with the ECD/911 via portable radio, he/she will use their IBM number. This number identifies the caller as being an off duty member of the Sheriff's Office.
- G. The Major of Administration or designee will direct 'radio roll calls' periodically to ensure individual portable radios and communication infrastructures are in good working order.

IV. Portable Radios

- A. Members (sworn staff) are issued a portable radio during academy training, and will receive a charger unit, two (2) batteries, and a leather radio case. If the member is assigned to a plain-clothes position or holds the rank of Lieutenant or above, a Porta-Clip will also be issued. The Major of Administration may approve additional use of the Porta-Clip on a case-by-case basis for special assignments.
- B. Members will report for duty with their issued radio. It will be the member's responsibility to ensure that the battery is fully charged before their tour of duty.
- C. Speaker microphone will be attached to the epaulet of the uniform with the spiral microphone cord running up the left or right **front** side of the body. The speaker microphone cord will **not** be run behind the back and secured from behind to the epaulet to ensure officer safety.
- D. Members assigned to an administrative or plain-clothes assignment are not required to use the speaker microphone. However, when the microphone is not used, the protective cover plate must be securely in place over the exposed metal tabs on the side of the radio. (Contact the Radio Comm. Officer to obtain a plastic cover if you do not have one.)
- E. All uniformed personnel below the rank of lieutenant are required to use the issued leather case.
- F. Members will not leave their charger unit and battery at their work site, unless they have an office. Members may secure their portable radio without the battery in a locked locker at their work site and recharge the battery at home; however staff may take the entire unit to and from work.
- G. Members will store their portable radio, charger unit and battery in a location that will ensure security and guard against the possibility of misuse or theft. Members shall not leave their radio and battery in their vehicle as to not expose their radio battery to extreme cold or heat as this will affect the condition of the battery and its ability to charge or hold a charge.
- H. Any use of the member's agency issued portable radio during off-duty part-time employment or for personal use is strictly prohibited.
- I. When a portable radio, battery or charger is in need of repair, members will notify their immediate supervisor who will contact the designated communications officer. A **Jail Radio Request' Form (JB-140)** will be completed and forwarded through the supervisory chain to the Major of Administration. Members will submit an Intra-Departmental Correspondence detailing the circumstances whenever equipment is damaged. If it is determined that the damage to any of the equipment is the result of misuse, abuse (as determined by the repair facility) or failure to comply with the requirements of this General Order, it may result in disciplinary action against the

member.

- J. There will be no repairs, channel adjustments, or alterations made to the portable radio unit by anyone other than the designated communications officer.
- K. In the event that a member's portable radio is stolen, lost or misplaced, the member shall notify their immediate supervisor as soon as possible and file a police report. The supervisor shall immediately notify the Major of Administration. The member will submit an Intra-Departmental Correspondence detailing the circumstances surrounding the incident with a copy of the police report as soon as practical through the supervisory chain to the Major of Administration. ECD must be notified of the lost or stolen radio.
- L. The designated communications officer 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 their radio. The loaner radio must be issued and signed out by the designated Radio Communication Officer, and must be returned upon completion of the issued radio repair. The member's issued radio will not be returned until the loaner equipment is returned.
- M. All radio transmissions must be business related and professional at all times. Obscene, derogatory, racial, demeaning or sexual remarks are prohibited.
- N. 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. All requests will be approved by Sheriff's Counsel.

V. Details Outside Security

- A. Deputies assigned to details outside security (hospital security, sentenced incarcerated individual work details, incarcerated individual transports) will contact the Emergency Communications Department (911 ECD) to initiate, update and close out job cards. Deputies will utilize/monitor the MC East or MC West Channel during the detail/transport and utilize this channel in the event of an emergency necessitating a security response.

Note: Use of Administrative Channels will be based on the destination of the transport. MC-West=West of the Genesee River, MC-East=East of the Genesee River.
- B. During the course of each detail, deputies will carry their assigned portable radio and monitor the detail Channel.
- C. Incarcerated Individual Transports
 - 1. At the beginning of each prisoner transport, a transporting deputy will contact the ECD dispatcher via two way radio notifying ECD of the jail transport.
 - 2. The deputy will provide the dispatcher with the departure location, intended destination, number and gender of prisoners and starting mileage. The dispatcher will acknowledge the request with a starting time and automatically start a job card.
 - 3. Upon arrival at the destination, a transporting deputy will radio the dispatcher that they have arrived at the specified location and will be on or off the air dependent upon the circumstances. The deputy will also provide the dispatcher with the ending mileage and location.

4. When the destination activity is complete and the detail is ready to return to the facility, a transporting deputy will radio the dispatcher that they are returning to the specified location.
5. The deputy will provide the dispatcher with the departure location, intended destination, number and gender of prisoners and starting mileage.
6. Upon return to the facility, the transporting deputy will radio the dispatcher that they have arrived at the facility, provide the dispatcher with the ending mileage and clear the job card with a CODE 41.
7. If at any time, a destination changes, the dispatcher must be advised of the change. An ECD job card will be maintained throughout the detail from the time the transport team departs either jail facility until they return or code out the job.

D. Hospital Detail

1. Hospital detail bags will be tagged with a 4-digit detail number to identify each detail on police radio channels.
2. At the start of the detail the deputy assigned, using the tagged detail number will contact the ECD dispatcher by phone notifying ECD that a jail prisoner guard detail has commenced and request a Special Attention job card.
3. The deputy will provide the dispatcher with the detail number, specific location of the detail, name and gender and MORIS ID number of the prisoner, the deputy's name and IBM number, telephone numbers to call into the detail and to contact hospital security.
4. The dispatcher will assign a CR number for the detail. This job card and CR number will remain open for the duration of the detail and must be recorded in the detail log book.
5. Each relieving deputy using the designated detail number will contact the ECD dispatcher by telephone and advise they are coming onto the shift and give the dispatcher their name and IBM number.
6. When the prisoner is discharged and returning to the facility, the deputy closing out the detail will contact the dispatcher by telephone and report the detail complete and clear the job with a CODE 40.

* **E. Hospital Detail Radio Channel Procedures**

Members assigned to hospital admitted details will utilize the HOSP Zone (Strong, RGH, and Unity) on their portable radios.

1. When one deputy is assigned to an admitted detail that deputy will switch to that particular hospital's security channel for the duration of the shift. At the beginning of each shift, the deputy will call the security dispatcher to check in with their detail call number, name, IBM#, incarcerated individual's name and room location. The deputy will perform a radio check with the hospital security dispatcher.
2. When there is a two deputy detail, one deputy will be on a hospital security channel and one deputy will be on the primary patrol response channel.

3. If a rover deputy is assigned to the hospital, the rover will switch to the hospital security channel for the duration of the shift.
4. If assistance is needed, the first call will be to hospital security. Detailed members may request a primary patrol response should circumstances warrant it.

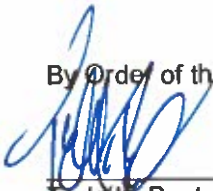
F. Supervisor Responsibility

Supervisors will monitor deputies assigned to outside security details by making periodic checks to ensure officer safety. These checks may be made by telephone, voice radio or site visits when appropriate. Site visits will require the supervisor review logbook notations from the previous supervisor round.

VI. Responsibility and Accountability

- A. All Jail radio channels and the Central Control main phone lines at both facilities will be recorded. Alternate phone lines, which will not be recorded, will be available for internal staff use.
- B. All incoming outside calls to the Jail Control Rooms will be recorded.
- C. All calls to 911 for emergency response purposes will be made using the recorded phone lines.
- D. All broadcasts of calls and assignments from a supervisor, or ECD dispatcher, shall be considered an order. Brief, clarifying questions may be asked by the member and any apparent discrepancy in a call received will be directed to the immediate supervisor.
- E. Complaints of inappropriate transmissions, or complaints against ECD, shall be documented on an Intra-Departmental Correspondence and submitted through the chain of command to the Major of Administration. The Major of Administration will initiate a complaint through the Staff Services Bureau.

By Order of the Sheriff,



Todd R. Baxter

* Indicates change from previous order.

PORTABLE RADIO JAIL ZONES

Ch.#	JAIL ZONE
1	MCJ-PRI
2	MCJ-SEC
3	MSA-PRI
4	MSA-SEC
5	J-OPS-1
6	COURTS
7	CRT-OPS
8	MC-DISP
9	MC-WEST
10	MC-EAST
11	DETAIL1
12	DETAIL2
13	SCENE
14	TAC-CTY
15	TAC-EST
16	TAC-WST

Hospital Zone Channel Assignments

Hospital /Zone	Label	Description	Phone
1	RPD-W-D	RPD West Side Dispatcher	528-2226
2	SMH SEC	U of R Security Dispatcher	275-3333
3	RPD-E-D	RPD East Side Dispatcher	528-2226
4	RGH SEC	RGH Security Dispatcher	922-2000
5	T-West	Towns West Dispatcher (Greece PD)	528-2220
6	UHS SEC	Unity Security Dispatcher	723-7000
7			
8	MC-DISP	MCSO Dispatcher	528-2228
9	MC-WEST	MCSO West Side Dispatcher	528-2228
10	MC-EAST	MCSO East Side Dispatcher	528-2228
11			
12			
13	SCENE	Scene Channel (Line of Sight-no disp)	
14	TAC-CTY	Tactical County Channel	
15	TAC-EST	Tactical County East Channel	
16	T-WEST	Towns West Dispatcher	