

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

GENERAL ORDER POLICE BUREAU	DATE OF ISSUE October 14, 2020	EFFECTIVE DATE October 14, 2020	No. 046-20
SUBJECT: GENERAL ORDER Communications		DISTRIBUTION Police Bureau Personnel	AMENDS
REFERENCE: NYSLEAP 43.2, 55.1, 55.3, 55.4			RESCINDS 046-12

Purpose: To familiarize members with established procedures governing the 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 Office of Emergency Communications (OEC) shall be responsible for dispatching all Sheriff's Office 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

I. Standard Mobile and Portable Channel Configuration

A. Channels

1	MCSO Dispatch	9	RPD West Dispatch
2	MCSO Administrative East	10	RPD Tactical
3	MCSO Administrative West	11	MCSO Detail 1
4	Airport	12	MCSO Detail 2
5	Airport Car to Car	13	Scene
6	Towns West	14	Tactical County
7	Towns North	15	Tactical West
8	RPD East Dispatch	16	Tactical East

- B.** Through promotion or assignment to a specialized unit, a member may be authorized to change channel configuration. 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 the Staff Services Bureau 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 then 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 Primary channel will be used for:

1. All OEC 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.
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 OEC shift supervisor or a Sheriff's command officer.

C. The MDC will be used for:

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| 1. Messaging. | 6. Tracs |
| 2. Data checks (27, 28, or 29). | 7. Tracs Transfer |
| 3. Detailed calls for service information. | 8. MCAC |
| 4. Intellibook | 9. Sheriff's Intranet |
| 5. Pictometry | 10. Email |

III. Radio/MDC Procedure

A. All calls for service will be voice dispatched by OEC. Upon receiving a call for service, deputies shall:

1. Acknowledge the call by voice and then keying or pressing "en-route" on the MDT/MDC.
2. Notify the dispatcher (voice) of code 77, if the situation necessitates an emergency response.
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.
4. Report subsequent action code(s), etc., using the "clear unit" form.

B. When deputies 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. Code 77 if situation necessitates an emergency response.
3. Arrival at the scene (key or press "on scene").
4. Action code at completion of assignment ("clear unit" form).

C. When engaging in any self initiated activity, deputies will notify the dispatcher using the "self initiated" form or voice radio, if the situation is urgent.

D. When leaving assigned areas, deputies are required to seek supervisory approval and notify the dispatcher when permission is granted.

E. Shift supervisors are responsible for notifying the dispatcher when roll call is held past the hour.

F. 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 OEC call in a reasonable period of time.

G. Radio use must be limited to appropriate transmissions. Lengthy conversation must be conducted via telephone, scene channel or tactical channel. Patrol supervisors will note violations in addition to any corrective actions taken.

H. Patrol supervisors will monitor the radio at all times with regard to proper assignments of district patrols, the use of back-up units, etc.

IV. Portable Radios

A. Members issued a portable radio will also receive a charger unit, a battery, a microphone 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.

- * C. Deputies assigned to a road patrol function will wear the radio microphone attached to their uniform.
- D. Those members assigned to the Police Bureau in administrative or plainclothes assignments are not required to utilize the microphone. However, when the microphone is not used, the cover plate must be securely in place over the exposed metal tab.
- E. Uniformed personnel who are issued a portable radio will carry it all times in the case or on their porta clip.
- F. The portable radio will be turned on at all times when the deputy is not in the patrol car monitoring the radio and MDC, except when officer safety dictates otherwise.
- * G. Deputies are responsible for their charger unit and batteries assigned to them.
- H. Deputies will store the charger unit and battery in a location that will ensure security and guard against the possibility of misuse.
- I. Members assigned to a specialized unit that is subject to call out will take the portable radio to and from work each day.
- J. 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.
- K. When it is not possible for the member to take the unit to Radio Center, the respective second platoon sergeant will make arrangements to deliver the unit to Radio Center without delay. Radio Center will prepare an invoice for the repair, which will be returned to the member.
- L. There will be no repairs, channel adjustments, or alterations made to the portable unit by anyone other than Radio Center personnel.
- M. In the event that a member's radio or other equipment is damaged, a Special Report detailing the circumstances surrounding the incident will be submitted to his/her supervisor. The supervisor will then forward the report to the Commanding Officer of the Staff Services Bureau 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.
- N. Zone substations 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.
- O. Off-Duty Use
 - 1. All members assigned to a specialized unit will take their portable radio to and from work each day. For example, members of the HDS, K-9, H.R.T., SWAT, etc., will not leave their portable radio at work.
 - 2. Command officers and other members who have personally assigned vehicles/numbers (i.e., Internal Affairs, K-9) will continue to use their three (3) digit call numbers to summon the dispatcher when off-duty.
 - 3. Other members, when calling the dispatcher on the Sheriff's frequency will use "Sheriff" followed by the member's IBM number. This will identify the caller as being an off-duty member of the Sheriff's Office, as well as the identity of the member.

4. The use of the portable radio during a part-time job is strictly prohibited.

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, as follows: A-1st Platoon, B-2nd Platoon, C-3rd Platoon, D-STAR, E-Restricted (requires authorization).
- B. All members will use their three-digit unit number at all times when using voice transmissions.
- C. Assignments will be voiced by the dispatcher with the following information:
 1. Three digit 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.

- D. 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.
- E. All 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.
- F. Deputies will notify their supervisor and the dispatcher if the MDC is inoperative, in order that operational status is changed to voice radio.
- G. 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.
- H. The dispatcher via the MDC will approve requests for a lunch or personal break.
- I. All traffic stops must be reported to the dispatcher utilizing the "traffic stop" form or voiced (dispatch channel) if exigent circumstances warrant. Do not use both the MDC and voice radio, as two events will be generated.
- J. The primary unit must clear assignments with the appropriate action code(s). Assisting units must clear individually. The "clear unit" form must be utilized.
- K. All MDC activity is logged and reviewed each month. Transmissions must be Sheriff's Office official business related and professional at all times. Obscene, derogatory, racial, demeaning or sexual remarks are prohibited.
- L. A unit already assigned, that breaks to respond for an assist, traffic stop or higher priority call is responsible for the original assignment, but placed on pending status by the dispatcher. When the assigned unit cannot take the original call, the dispatcher must be advised in order to reassign the call. When taking the original assignment no action need be taken until clear.
- M. All assignments not completed must be turned over to the dispatcher via voice radio for reassignment prior to logging off the MDC.
- N. 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

- O. pursuant to Freedom of Information Act requests (only by FOIA designated representative). Every attempt shall be made to stop patrol 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 OEC 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. Patrol deputies may not cancel or reassign a call that has been dispatched. They may inform the OEC if reassignment is considered necessary. The dispatcher will retain final authority to make reassignments.
- C. Patrol 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 OEC shall be recorded on a Special Report and submitted through the chain-of-command to the Chief Deputy.
- F. Minor issues can be brought to the direct attention of the OEC supervisor, by a sergeant or lieutenant.

VII. Cellular Telephones

- A. The use of department assigned cellular telephones is restricted to official department business, unless a personal use waiver has been signed and applicable fee paid by the member.
- 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.

VIII. Repair of MDC's

- A. When a MDC is in need of repair, members shall make arrangements with Radio Center by calling 473-6969, 24 hours a day, seven days a week. During non-business hours, if the issue cannot be resolved over the phone with the on-call technician, then the deputy should go to the zone and utilize another vehicle if practical. If no other vehicles are available, then the on-call technician will respond to fix the vehicle.
- B. When a vehicle has been switched due to an MDC problem as noted above, the respective second platoon sergeant will make arrangements to deliver the unit to Radio Center without delay.

By Order of the Sheriff,



Todd K. Baxter

*Indicates a significant change from previous order.

MONROE COUNTY LAW ENFORCEMENT CODES

1. CRIME INVESTIGATION REPORT
2. MOTOR VEHICLE ACCIDENT REPORT
3. STOLEN VEHICLE REPORT
4. INVESTIGATIVE ACTION REPORT
5. ARREST REPORT
6. CRIME INVESTIGATION/ARREST REPORT
7. TOWED VEHICLE REPORT
8. CRIMINAL INTELLIGENCE/FIELD INTERVIEW
9. INCIDENT REPORT
10. TECHNICIANS EVIDENCE & PHOTO REPORT
11. PROPERTY CUSTODY REPORT
12. UNABLE TO LOCATE COMPLAINANT
13. UNABLE TO LOCATE VEHICLE
14. UNABLE TO LOCATE VICTIM
15. DEFECTIVE/ACCIDENTAL ALARM
16. SPECIAL CRIMINAL INVESTIGATION
17. REFERRED TO ANOTHER JURISDICTION
18. CIVIL CASE OR ADVISE OTHER SOCIAL AGENCY
19. SERVICE BUREAU OR PUBLIC UTILITIES NOTIFIED
20. ANIMAL IMPOUND (BY ANIMAL CONTROL)
21. DIRECTED PATROL (FOOT PATROL)
22. VEHICLE DISABLED -WILL BE MOVED
23. VEHICLE DISABLED -ORANGE TAGGED
24. VEHICLE MOVED BY OWNER
25. SUSPICIOUS VEHICLE (ALL OK)
26. SUSPICIOUS PERSON (ALL OK)
27. ROUTINE SICKNESS
28. SUBJECTS AGREED TO DESIST
29. DISPERSED OR SENT ON WAY
30. GONE ON ARRIVAL
31. CHECK PREMISES (ABC) -NO ACTION TAKEN
32. CHECK SPECIAL ATTENTION
34. ASSIST OTHER UNIT/AGENCY
35. ASSIGNMENT CANCELED
36. SECURITY SURVEY/VACANT HOUSE (HOUSE CHECK)
37. REQUEST PERSONAL SERVICES
38. REQUEST LUNCH
39. NO ARREST (WARRANT ATTEMPT)
40. SERVICES RENDERED
41. TRANSPORT/ESCORT
42. MATTERS ADJUSTED
43. MISSING PERSON REPORT
44. NO CAUSE
45. NOTIFY NOT MADE
46. NOTIFY MADE
47. CITATIONS ISSUED
48. DIRECT TRAFFIC
49. COMPLAINANT REFUSED REPORT
50. MISSING PERSON RETURNED -NO REPORT

AIRPORT CODES

ALERT ONE -	SMALL AIRCRAFT INCIDENT
ALERT TWO -	STAND-BY (MECHANICAL PROBLEM)
ALERT THREE -	MAJOR AIRPORT EMERGENCY

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
10-84 CALL HOME
10-92 BOMB EMERGENCY

PLAIN LANGUAGE

STAND BY
OUT OF SERVICE
REPEAT
LOCATION
ON SCENE
TIME
ON PAGER
IN SERVICE